



Australian Government

**Australian Institute of
Health and Welfare**

*Authoritative information and statistics
to promote better health and wellbeing*

Disability Services National Minimum Data Set

Data guide

July 2016

Australian Institute of Health and Welfare
Canberra

Cat. no. DAT 4



Suggested citation

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

Any enquiries or comments on this publication should be directed to:

Disability and Ageing Unit

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Tel: (02) 6244 1000

Email: NDDN.Secretariat@aihw.gov.au

Contents

Summary	vi
1 Introduction.....	1
1.1 What is the DS NMDS?	1
1.2 A brief history of the data collection	1
1.3 What does the DS NMDS look like?.....	2
1.4 Accessing DS NMDS data.....	2
1.5 What are the DS NMDS data used for?	2
1.6 What is the data guide for and how is it organised?	2
1.7 Other reference material for the DS NMDS	3
1.8 More information or comments	3
2 Who to contact for help	4
3 How to conduct your DS NMDS collection.....	5
3.1 Step-by-step guide to completing your DS NMDS collection	5
3.2 Scope of the DS NMDS collection.....	5
3.3 Ensuring you respect privacy and have appropriate information-handling practices in place	6
3.4 Which data items do you need to collect?	8
3.5 How to collect and transmit service type outlet and service user information	13
4 Service type outlet information.....	17
A Funded agency ID.....	18
B Service type outlet ID	19
C Service type	20
D Service type outlet postcode.....	29
E Service type outlet SLA	30
F Funding jurisdiction	31
G Agency sector	32
1 Full financial year of NDA funding	33
2 Weeks per year of operation.....	34
3 Days per week of operation.....	35
4 Hours per day of operation	36
5 Staff hours (reference week).....	37
6 Staff hours (typical week)	40

7	Number of service users	43
5	Service user and services received information	45
B	Service type outlet ID	47
1	Record ID	48
2	Statistical linkage key components.....	49
2a	Letters of surname	49
2b	Letters of given name	51
2c	Date of birth	53
2d	Birth date estimate flag.....	54
2e	Sex	55
3	Indigenous status	56
4	Country of birth.....	58
5	Interpreter services required	60
6	Communication method	61
7	Living arrangement	62
8	Service user postcode	63
9	Residential setting.....	64
10	Disability group.....	66
10a	Primary disability group.....	66
10b	Other significant disability group(s)	69
11	Support needs.....	70
12	Carer arrangements (informal)	73
12a	Carer – existence of	73
12b	Carer – primary status.....	75
12c	Carer – residency status	76
12d	Carer – relationship to service user	77
12e	Carer – age group.....	79
13	Receipt of Carer Allowance (Child)	80
14	Labour force status.....	81
15	Main source of income	83
16	Individual funding status	84
17	Service user’s receipt of services	86
17a	Service start date	87
17b	Date service last received	89

17c Service exit date.....	90
17d Main reason for cessation of services.....	91
17e Hours received (reference week).....	93
17f Hours received (typical week).....	95
6 DS NMDS privacy principles.....	96
6.1 Privacy legislation.....	96
6.2 The AIHW Act and the AIHW Ethics Committee.....	96
6.3 Relevant state and territory policies and practices.....	97
Appendix A: Summary of brokerage and subcontracting.....	98
Glossary.....	99
References.....	100
Related publications.....	101

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.

1 Introduction

1.1 What is the DS 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 sector. 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 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 National Minimum Data Set (DS NMDS)'.

1.3 What does the DS NMDS 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 AIHW web site <www.aihw.gov.au/disability-publications/>. This information includes brief reports and full reports. Interactive data sets may also be accessed at <www.aihw.gov.au/disability-data-cubes/>.

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 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 (for example, 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.

Data about service users can also provide:

- a profile of all people receiving a NDA service in a financial year
- data on carer arrangements, which enables issues relating to ageing carers to be monitored and planned for
- information about the mix of services provided to some service users can be examined 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?

This 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, including the help desk contact details in your jurisdiction.
- Section 3 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 jurisdiction-specific software). Section 3 includes specific methods for dealing appropriately with the issues of privacy and service user consent.

- Sections 4 and 5 contain 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 (that is, possible response options)
 - guide for use
 - why this data item is collected
 - example of how this data item is used
- Section 6 provides a summary of the privacy principles for the DS NMDS.

1.7 Other reference material for the DS 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 Metadata Online Registry (METeOR)

Most data elements for the DS NMDS are included in METeOR, the AIHW's online Metadata Registry. See the METeOR web site for more information <<http://meteor.aihw.gov.au/content/index.phtml/itemId/569749>>.

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* is available from the AIHW web site <<http://www.aihw.gov.au/disability-services-nmms-collection/>>. It should always be read in conjunction with other documentation for the DS NMDS collection, particularly the *DS NMDS Data guide* for your jurisdiction (note that some jurisdictions make minor additions to the national collection material to meet local information needs).

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 your National Disability Data Network (NDDN) member (see Section 2 for contact details).

2 Who to contact for help

[[Jurisdictions to insert help desk arrangements for both data item and software queries.]

3 How to conduct your DS 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 6).
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 your jurisdiction funding department at specified times (Section 3.5).
5. At the end of the reporting period forward to your jurisdiction funding department:
 - a Service Type Outlet Form (paper or electronic) for each NDA service type you are funded to provide
 - depending on your service type, a Service User Form (paper or electronic) for all service users accessing each service type you are funded to provide, with relevant data items completed (Section 3.5).

Note: For simplicity, in this Data Guide, all references to a Service Type Outlet or Service User 'Form' refer to either a paper or an electronic form.

3.2 Scope of the DS NMDS collection

Most funded agencies provide data about all 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 (that is, service type outlets they operate)
- all service users who received support over a specified reporting period (see 'Glossary')
- the DS NMDS service type(s) the service user received.

However, certain service type outlets (for example, those providing advocacy or information/referral services) are not requested to provide any service user details while other service type outlets (for example, recreation/holiday programs) are only asked to provide very minimal service user details (see Table 3.2, Section 3.4 for further details).

Box 1: Key definitions for the DS NMDS collection

Service

A service is a support activity delivered to a service user, 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.

Service user

A service user is a person with disability who received one or more NDA services during the reporting period (for example, 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 (for example, 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 (that is, 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. This is in order for the DS NMDS collections conducted in each jurisdiction to comply with privacy legislation and the established privacy and data principles for the overall DS NMDS collection (see Section 6).

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.

Please note that <agency name> is required to release information about service users (without identifying you by full name, or address) to <NDA funding department 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 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.

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:

- all information transmitted about service users is non-identifying (that is, their name and address is not forwarded to anyone, except in Western Australia and Australian Government-funded agencies where such information is forwarded to the funding department under the service contract, but not to the AIHW)
- consistent with privacy legislation, funding departments 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 (for example, 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. Jurisdictions vary in their approach to this issue. Some jurisdictions consider that by agreeing to receive services from a funded agency, 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. Jurisdictions also vary in their approach to the collection of the statistical linkage key (SLK) for non-consenting service users. While the SLK itself is not technically personal information under the *Privacy Act*, the construction of an SLK does involve the use of personal information and should be treated as such (see NCSIMG 2004 for further discussion of SLK privacy issues).

Regardless of the approach taken, at the end of the financial year each jurisdiction is required to provide the AIHW with a count of the number of service users who did not consent to be

included in the DS NMDS. This is crucial for understanding the national coverage of the collection.

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 4 and 5.

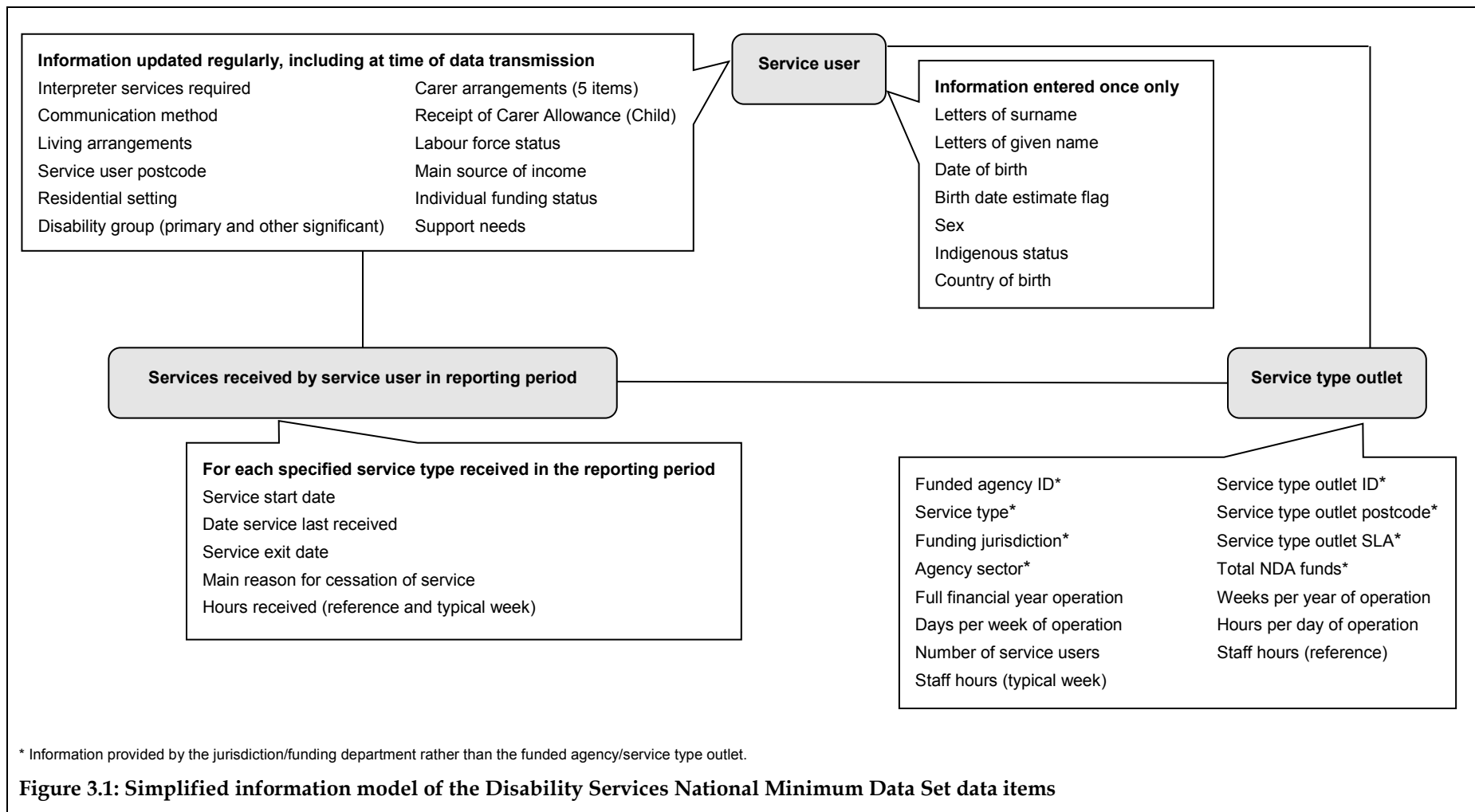
The data items in Table 3.1 are also detailed in the simplified information model (Figure 3.1) in this Data Guide, which also illustrates whether service user information needs regular updating.

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)	1. Record ID	17b. Date service last received
C. Service type (J)	2 Statistical linkage key components	17c. Service exit date
D. Service type outlet postcode (J)	2a. Letters of surname (H)	17d. Main reason for cessation of services (H)
E. Service type outlet SLA (J)	2b. Letters of given name (H)	17e. Hours received (reference week)
F. Funding jurisdiction (J)	2c. Date of birth (H)	17f. Hours received (typical week)
G. Agency sector (J)	2d. Birth date estimate flag (H)	
1. Full financial year operation	2e. Sex (H)	
2. Weeks per year of operation	3. Indigenous origin (H)	
3. Days per week of operation	4. Country of birth (H)	
4. Hours per day of operation	5. Interpreter services required	
5. Staff hours (reference week)	6. Communication method	
6. Staff hours (typical week)	7. Living arrangements (H)	
7. Number of service users	8. 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—age group	
	13. Receipt of Carer Allowance (Child)	
	14. Labour force status	
	15. Main source of income	
	16. Individual funding status	

(J) Item provided by jurisdiction rather than funded agency. In addition, jurisdictions 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.



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

The level of information a funded agency is asked to provide varies according to the particular service type (that is, for each service type outlet). The level of information required is summarised in Table 3.2.

For example:

- if you are funded to provide residential/institutional accommodation, hostel or group home support, therapy services or early childhood intervention you are asked to provide all service user data except for the items on hours received (items 17e–f, Table 3.1)
- if you are funded to provide recreational/holiday programs you are only required to provide service user data items up to and including the linkage key components (items B, 1 and 2a–e, Table 3.1), and services received items 17a–17b
- 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 service user details.

Table 3.2: Information requested according to DS NMDS service type

Service type classification	Service type outlet— details required (except for those provided by the jurisdiction)	Service user— details required	Services received by each service user in the reporting period—details required
Accommodation support			
1.01 Large residential/institution (> 20 people)—24 hour care	All	All	All (except for data items on hours received—items 17e–f)
1.02 Small residential/institution (7–20 people)—24 hour care	All	All	All (except for data items on hours received—items 17e–f)
1.03 Hostels—generally not 24 hour care	All	All	All (except for data items on hours received—items 17e–f)
1.04 Group homes (< 7 people)	All	All	All (except for data items on hours received—items 17e–f)
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
1.08 Other accommodation support	All	All	All (except for data items on hours received—items 17e–f)
Community support			
2.01 Therapy support for individuals	All	All	All (except for data items on hours received—items 17e–f)
2.02 Early childhood intervention	All	All	All (except for data items on hours received—items 17e–f)
2.03 Behaviour/specialist intervention	All	All	All (except for data items on hours received—items 17e–f)
2.04 Counselling (individual/family/group)	All	All	All (except for data items on hours received—items 17e–f)
2.05 Regional resource and support teams	All	All	All (except for data items on hours received—items 17e–f)

(continued)

Table 3.2 (continued): Information requested according to DS NMDS service type

Service type classification	Service type outlet— details required (except for those provided by the jurisdiction)	Service user— details required	Services received by each service user in the reporting period—details required
2.06 Case management, local coordination and development	All	All (except for community development activity within this service type)	All (except for community development activity within this service type)
2.07 Other community support	All	All (except for community development activity within this service type)	All (except for data items on hours received—items 17e–f)
Community access			
3.01 Learning and life skills development	All	All	All
3.02 Recreation/holiday programs	All	Linkage key elements only (items 2a–2e)	Items 17a–17b (service start date and date service last received)
3.03 Other community access	All	All	All
Respite			
4.01 Own home respite	All	All	All
4.02 Centre-based respite/respite homes	All	All	All
4.03 Host family respite/peer support respite	All	All	All
4.04 Flexible respite	All	All	All
4.05 Other respite	All	All	All
Employment			
5.01 Open employment	All	All (except for carer—primary status, residency status, age group—items 12b,c,e)	All (except for data items on hours received—items 17e–f)
5.02 Supported employment	All	All (except for carer—primary status, residency status, age group—items 12b,c,e)	All (except for data items on hours received—items 17e–f)
Advocacy, information and alternative forms of communication			
6.01 Advocacy	All	None	None
6.02 Information/referral	All	None	None
6.03 Combined information/advocacy	All	None	None
6.04 Mutual support/self-help groups	All	None	None
6.05 Alternative formats of communication	All	None	None

(continued)

Table 3.2 (continued): Information requested according to DS NMDS service type

Service type classification	Service type outlet— details required (except for those provided by the jurisdiction)	Service user— details required	Services received by each service user in the reporting period—details required
Other support			
7.01 Research and evaluation	All (except number of service users—item 7)	None	None
7.02 Training and development	All (except number of service users—item 7)	None	None
7.03 Peak bodies	All (except number of service users—item 7)	None	None
7.04 Other support services	All (except number of service users—item 7)	None	None

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

The data collection process

Figure 3.2 gives an overall picture of the collection, collation and dissemination of DS NMDS data in the context of day to day operations.

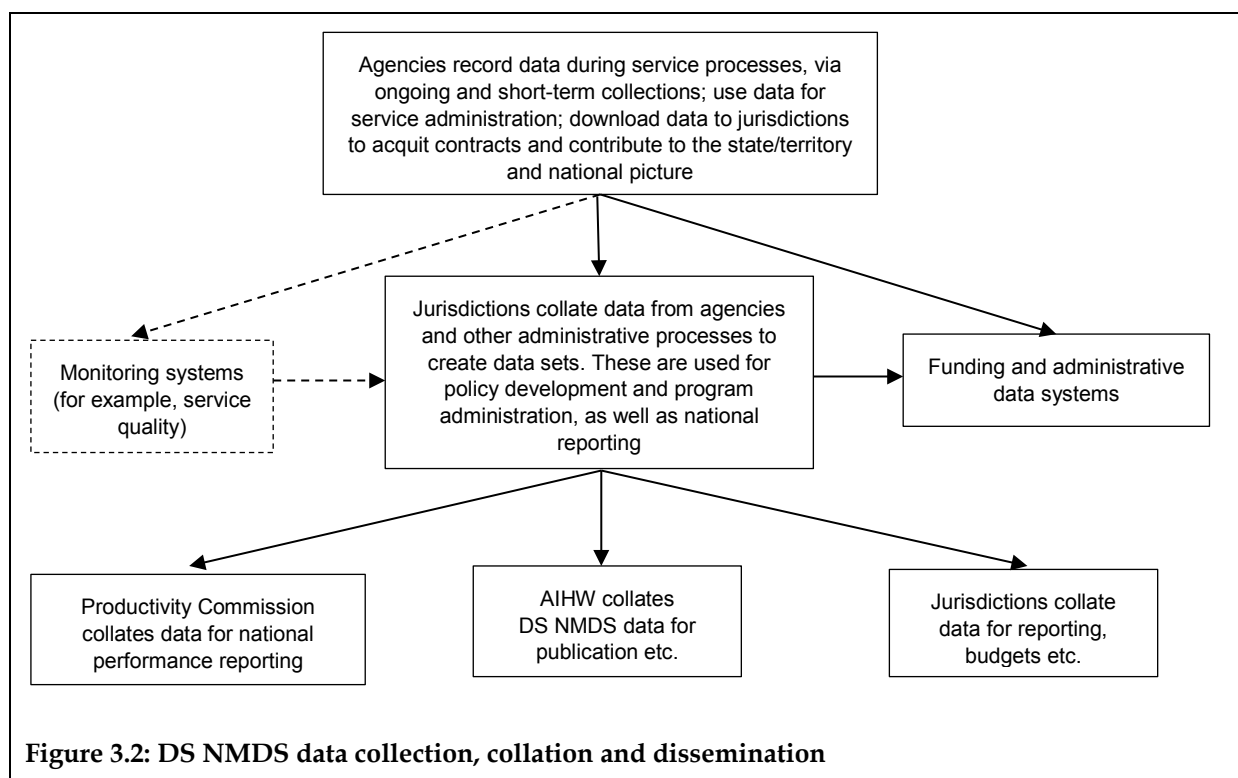


Figure 3.2: DS NMDS data collection, collation and dissemination

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 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' (see 'Glossary'). This information should ideally be collected on an ongoing basis (that is, from the time new service users join your agency) as part of your general administration.

Collecting and transmitting data using paper or software

The DS NMDS collection accepts data:

- on paper forms
- entered into software tools provided by most jurisdictions specifically for the DS NMDS
- downloaded from agency computer systems (in a specified format).

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 to ensure that your own system will produce data consistent with the DS NMDS requirements.

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 (that is, for a number of service type outlets). Alternatively, each service type outlet may decide to forward its data to the jurisdiction separately.

For more information:

- contact the NDDN member in your jurisdiction (see Section 2) for a copy of the *Data Transmission and Technical Guide*
- see the AIHW web site <<http://www.aihw.gov.au/disability-services-nmnds-collection/>>.

Which forms do you need to complete?

After considering the information in Sections 3.1 to 3.4 it is time to start collecting the information required about your service type outlet(s) and service users. As noted above, this information should ideally be collected on an ongoing basis (that is, from the time new service users join your agency) as part of your general administration.

At the end of each financial quarter or at the end of the financial year (depending on your funding jurisdiction) you will be asked to transmit the DS NMDS information you have

collected to your funding department. This information needs to be provided in one of the following formats:

- Service Type Outlet and Service User Forms (paper)
- Service Type Outlet and Service User Forms (electronic), in the form of an automated data download from DS NMDS software provided by your jurisdiction
- A data extract or download from your own database in the format specified in the Data Transmission and Technical Guide.

Depending on the service types you are funded to provide, you need to complete:

- one Service Type Outlet Form (paper or electronic) for each service type your agency is funded to provide
- one Service User Form (paper or electronic) for every service user accessing your agency.

There are a number of ways of providing multiple Service User Forms, for example:

- each outlet may decide to complete the entire Service User Form separately
- a central point in the agency may photocopy the Service User Form (with data items 1 to 16 completed) and ask each outlet to simply complete section B (service type outlet ID) and data item 17 (services received by the service user) at the end of the reporting period
- by using DS NMDS software provided by your jurisdiction, where the process of indicating that service users access multiple service types within an agency is automated.

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 complete:

- two Service Type Outlet Forms, one for large residential/institutional accommodation (service type 1.01) and one for centre-based respite (service type 4.02)
- Service User Forms (electronic or paper) for all service users, including identifying the service type or types received by each service user in Section 17 of the Service User Form.

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 complete:

- two Service Type Outlet Forms, one for learning and life skills development (service type 3.01) and one for counselling (individual/family/group) (2.04)
- Service User Forms (electronic or paper) for all service users, including identifying the service type or types received by each service user in Section 17 of the Service User Form. If there are service users who receive both service types in the reporting period (that is, learning and life skills development and counselling (individual/family/group)) then you will need to complete section 17 on the Service User Form (about services received by the service user) separately for each service type received.

How often do you need to transmit information?

Data are to be transmitted to your jurisdiction at the end of each 'reporting period' (see 'Glossary').

The reporting period for [jurisdiction name] funded agencies is [the financial year/ 6-months/ quarterly].

4 Service type outlet information

The following section contains data item definitions for service type outlet items A–G and 1–7. See also Table 3.2 in Section 3.4.

- 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. Therefore, if a service type outlet did not receive funding to deliver NDA services that is, 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.
 - A separate Service Type Outlet Form (paper or electronic) 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 3.2).
 - 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 Forms for each service type, in order to be able to address important policy issues about the provision of each of these service types (for example, the availability of respite beds).
- Generally, items A–G are provided by the jurisdiction/funding 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 on the Service Type Outlet Form or in the Data Transmission and Technical Guide.
- Service type outlet data items 1–7 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:
 - 7.01 Research and evaluation
 - 7.02 Training and development
 - 7.03 Peak bodies
 - 7.04 Other support services

A Funded agency ID

Defined as: A unique number assigned to each funded agency, by the funding department.

Classification: Numeric or alpha numeric identification.
'Not stated' is not permitted for this data item.

Guide for use

- This ID number generally contains a maximum of 8 characters.
[This size is arbitrary and should be adjusted by jurisdictions to align with existing or planned administration systems.]
- The ID number can be numeric or alpha numeric, but should not identify the organisation by name.
- The funded agency ID must be included as part of the service type outlet ID.

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 to allow organisations running more than one service type outlet to separately identify information on service users accessing each service type.

B Service type outlet ID

Defined as: A unique number assigned to each service type outlet, by the funding department.

Classification: Numeric or alpha numeric identification.
'Not stated' is not permitted for this data item.

Guide for use

- This ID number generally contains a maximum of 14 characters.
[This size is arbitrary and should be adjusted by jurisdictions to align with existing or planned administration systems.]
- The ID number can be numeric or alpha numeric, but should not identify the agency by name.
- The ID number must include information to identify both the service type outlet and its funded agency, to ensure uniqueness within the jurisdiction. This means that the service type outlet ID is generally longer than the funded agency ID.
- Service type outlets should verify the service type outlet ID the funding 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.

Classification: **Accommodation support**

- 1.01 Large residential/institution (> 20 places) – 24-hour care
- 1.02 Small residential/institution (7-20 places) – 24-hour care
- 1.03 Hostels – generally not 24-hour care
- 1.04 Group homes (usually < 7 places)
- 1.05 Attendant care/personal care
- 1.06 In-home accommodation support
- 1.07 Alternative family placement
- 1.08 Other accommodation support

Community support

- 2.01 Therapy support for individuals
- 2.02 Early childhood intervention
- 2.03 Behaviour/specialist intervention
- 2.04 Counselling (individual/family/group)
- 2.05 Regional resource and support teams
- 2.06 Case management, local coordination and development
- 2.07 Other community support

Community access

- 3.01 Learning and life skills development
- 3.02 Recreation/holiday programs
- 3.03 Other community access

Respite

- 4.01 Own home respite
- 4.02 Centre-based respite/respite homes
- 4.03 Host family respite/peer support respite
- 4.04 Flexible respite
- 4.05 Other respite

Employment

- 5.01 Open employment
- 5.02 Supported employment

Advocacy, information and alternative forms of communication

- 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

Other support

- 7.01 Research and evaluation
- 7.02 Training and development
- 7.03 Peak bodies
- 7.04 Other support services

Service type classification (definitions)

Accommodation support (1.01-1.08)

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

1.01 Large residential/institutions (> 20 places)

Large residential/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.)

1.02 Small residential/institutions (7-20 places)

Small residential/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.)

1.03 Hostels

Hostels provide residential support in a congregate setting of usually less than 20 beds, and may or may not provide 24-hour residential support. Many are situated in an institutional setting and also have respite beds included on the premises. In contrast to residential/institutions (1.01 and 1.02), hostels usually do not provide segregated specialist disability support services. (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.)

1.04 Group homes (usually < 7 places)

Group homes generally provide combined accommodation and community-based residential support to people in a residential setting. Usually no more than 6 service users are located in any one house, although this can vary. Group homes are generally staffed 24 hours a day. The agency being funded to provide the service should

generally have control of the residence (that is, own, lease, hold in trust, or in other ways be responsible for the residence) not just the support to enable the residents to remain in the residence. 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'.

1.05 Attendant care/personal care

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.

1.06 In-home accommodation support

Support involves individual in-home living support and/or developmental programming services for people with 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.

1.07 Alternative family placement

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

1.08 Other accommodation support

Accommodation support services that provide short-term, one-off instances of accommodation such as:

- accommodation provided so that individuals or families can access specialist services, or further education
- emergency or crisis accommodation support (for example, following the death of a parent or carer)
- houses or flats for holiday accommodation.

If the accommodation support is primarily for respite (that is, 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 4.01–4.05.

Community support (2.01–2.07)

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

2.01 Therapy support for individuals

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.

2.02 *Early childhood intervention*

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.

2.03 *Behaviour/specialist intervention*

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.

2.04 *Counselling (individual/family/group)*

Services that provide counselling to individuals, families or groups.

2.05 *Regional resource and support teams*

Regional resource and support teams are generally inter disciplinary 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.

2.06 *Case management, local coordination and development*

This is a broad service type category, including elements of individual or family-focused case management and brokerage as well as coordination and development activity within a specified geographical area. Services assist people with disability to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services. If the service provided is community development only (that is, the service is not working with an individual), then it should be classified under service type 2.07 'other community support'.

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. Brokerage is one method of purchasing appropriate supports for an individual and should be included in this category.

Other forms of local coordination and development generally involve working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve management of individuals' funds and does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (for example, respite, therapy) to enable a quick response until longer term supports can be put in place.

2.07 *Other community support*

Community support services other than those outlined above (that is, other than 2.01–2.06). If community development is provided as part of working with an

individual, then the service should be classified under service type 2.06 'Case management, local coordination and development'.

Community access (3.01–3.03)

Services designed to provide opportunities for people with 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
- range from long-term day support to time-limited and goal-oriented education that maximises personal independent functioning and may complement other community services.

3.01 Learning and life skills development

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 (for example, self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction. They are often called day programs. See the 'guide for use' section on page 28 for examples of these services. 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, for example, book, music or sporting clubs
- going on shopping trips or eating out in various venues from food halls to restaurants.

3.02 Recreation/holiday programs

Recreation services and holiday programs aim to facilitate the integration and participation of people with disability 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 disability.

3.03 *Other community access*

Community access services other than those outlined above (that is, other than 3.01–3.02). 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.

Respite (4.01–4.05)

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

4.01 *Own home respite*

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

4.02 *Centre-based respite/respite homes*

Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings. This service type includes respite care provided in any of the accommodation settings 1.01–1.04.

4.03 *Host family respite/peer support respite*

Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. 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. Usually provided on a voluntary basis.

4.04 *Flexible respite*

Respite services that offer any combination of own home and host family/peer support respite (service types 4.01 and 4.03). Includes respite where 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). Flexible respite to meet an individual's needs may include brokerage for respite, only when the funding dollars come from respite resources. Outlets providing centre-based respite services should be recorded separately under service type 4.02 and not under this service type.

4.05 *Other respite*

Respite services other than those outlined above (that is, other than 4.01–4.04), including:

- crisis respite
- holidays 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, for example, family.

Employment (5.01–5.02)

5.01 Open employment

Services that provide employment assistance to people with disability in obtaining and/or retaining paid employment in the open labour market.

5.02 Supported employment

Services that provide employment opportunities and assistance to people with disability to work in specialised and supported work environments.

Advocacy, information and alternative forms of communication (6.01–6.05)

6.01 Advocacy

Services designed to enable people with 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

6.02 Information/referral

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

6.03 Combined information/advocacy

Services that offer both information and advocacy services to individuals where these two components cannot reasonably be separated.

6.04 Mutual support/self-help groups

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

6.05 Alternative formats of communication

Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format and may include interpreter services, radio and alternative formats of print medium, for example, TTY, Braille and so forth.

Other support (7.01–7.04)

7.01 Research and evaluation

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

7.02 Training and development

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 disability or develop materials or methods that promote service system improvements.

7.03 Peak bodies

Peak bodies are generally funded to support non-government disability funded-agencies in achieving positive outcomes for people with disability.

7.04 Other support services

Services that are completely outside any of the defined service types above (that is, outside service types, 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 5.01–5.02, 6.01–6.05 and 7.01–7.03). This service type also includes the provision of one-off funding for a defined event (for example, for promotional activities) 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, 2.04 and 2.05), 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.
- For service type 2.06 ‘case management, local coordination and development’, funded agencies are not expected to complete service user details in relation to the local development or coordination activities that do not relate to particular service users.
[In some jurisdictions, further details of these activities may be requested outside the DS NMDS.]
- Service type 2.06 ‘case management, local coordination and development’ may include brokerage activities. For DS NMDS purposes, service user details should be recorded for

all people receiving brokerage services. The details about the brokerage services received (items 17a–f) should relate only to the provision of the actual ‘brokerage’ as a service type, and not to the other service types that are purchased using brokerage funds, see items 5, 6, 17e and 17f for more details. See Appendix A for guidance and examples related to reporting on brokerage and sub-contracted services.

[In some jurisdictions, details of the services purchased via brokerage may be requested in addition to DS NMDS data items.]

- Outlets providing mainly community development services that are not linked to individuals should be coded as 2.07 service types. SU and SR 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.
- If the main focus of the service involves working with individuals, then the outlets should be classified as service type 2.06. These outlets should report SU and SR data, except where they provide community development work that is not linked to an individual.
- 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.
- State/territory-funded agencies should not use codes 5.01 or 5.02.
- 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 example, 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 4-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 funding department has assigned to their service type outlet.
- The complete list of valid postcodes in the Australia Post classification can be found on the Australia Post website <<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 5-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). From 2011 onwards, the ABS has moved to a new statistical geography called the Australian Statistical Geography Standard (ASGS). SLA is not part of this geographic classification and as such may no longer be relevant to collect.
- This item is optional for your funding department.

Why is this data item collected?

This data item is collected to provide more detailed geographic information than postcode alone, such as for use in regional analysis (for example, by remoteness) or for comparing DS NMDS data with population data. Note that SLA is not part of the new Australian Statistical Geography Standard (ASGS) statistical geography from 2011 onwards.

F Funding jurisdiction

Defined as: The jurisdiction (state, territory or Australian Government) providing funding to the funded agency and the jurisdiction in which the funds are allocated.

Classification:

Jurisdictions	State or territory-allocated NDA funds	Australian Government-allocated NDA funds
NSW	11	91
Vic	12	92
Qld	13	93
WA	14	94
SA	15	95
Tas	16	96
ACT	17	97
NT	18	98

Guide for use

Funding departments allocate 'Funding jurisdiction' to identify their jurisdiction as the source of the 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

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 <www.ato.gov.au>.
- **Non-income tax exempt:** organisations that are not endorsed by the Australian Taxation Office as being exempt from paying income tax are 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 the funding department has assigned to their service type outlet.

Why is this data item collected?

To provide a comparative break-up 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 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 or 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 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 (that is, program offered on demand).
- Service type outlets 7.01-7.04 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 for example, 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 2-4 are asking about the amount of time the service type outlet is generally open for service provision to service users.
- Data items 2-4 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 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 (that is, an outlet operates office hours Monday to Friday and has staff on call outside these hours).
- Service type outlets 7.01-7.04 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, for example, if your service type outlet is open for 4 days per week for service provision to service users and 1 day per week for management/administration then your service type outlet should indicate that it operates 4 days per week.
- Data items 2-4 are asking about the amount of time the service type outlet is generally open for service provision to service users.
- Data items 2-4 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 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' (for example, if your service type outlet operates for flexible hours, on call, or sleepover duties, please record '90' for this data item).
- Service type outlets 7.01–7.04 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 service is open to service users (for example, if your service type outlet is staffed between the hours of 9 am to 5 pm but is only open for service users between 10 am to 3 pm you should indicate that you operate for 5 hours per day).
- Service type outlets that provide facility-based accommodation (for example, 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 2–4 are asking about the amount of time the service type outlet is generally open for service provision to service users.
- Data items 2–4 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.

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 7-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 7-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 7-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 the calculation of staff hours worked on behalf of this service type outlet.

Include:

- Staff hours worked by administrative staff, managers etc. (that is, 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.

Exclude:

- 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
 - 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 (that is, 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 (that is, 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 type 2.06 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 and so forth as above)
 - do not record the staff hours for the agencies who provide any services arranged, purchased or brokered by your service type outlet as part of providing service type 2.06
 - please also see data items 17e-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 service type outlet sub contracts the provision of part or all of a service type (other than 2.06) you are funded to provide to another agency:
 - you are responsible for providing relevant details about the sub contracted activity (for example, in-home accommodation support provider sub contracting 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 sub contracted 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)

- please also see data items 17e-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.

Please refer to Appendix A for further information and examples dealing with brokerage and sub contracted 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) 7-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 others who do not receive payment for the work which they perform on behalf of the service type outlet.

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.
- If your service type outlet has usual or typical weekly staff hours, please indicate this in the response to this data item.
- If the concept of a typical week does not apply to your service type and/or if your service type outlet is able to calculate this data item as an average of actual hours worked per week over the reporting period (that is, you record staff hours continuously for the whole reporting period) then please do so.
- 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 the calculation of staff hours worked on behalf of this service type outlet:
Include:
 - Staff hours worked by administrative staff, managers etc. (that is, 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.

Exclude:

- 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
 - 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 (that is, 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 (that is, 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 type 2.06 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 and so forth)
 - do not record the staff hours for the agencies who provide any services arranged, purchased or brokered by your service type outlet as part of providing service type 2.06
 - please also see data items 17e-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 service type outlet sub contracts the provision of part or all of a service type, (other than 2.06) you are funded to provide, to another agency:
 - you are responsible for providing relevant details about the sub contracted activity (for example, 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)
Please include an estimate of the staff hours sub contracted 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)
 - please also see data items 17e-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.

Please refer to Appendix A for further information and examples dealing with brokerage and sub contracted 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 (that is, 7-day week preceding the end of the reporting period) were or were not typical for the service type outlet (that is, 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 service type during the reporting period.

Classification: 1-99999

Guide for use

- Do not complete this data item if you are funded to provide service types 7.01–7.04 ('other support' services types such as peak bodies, research and development and so forth). (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 a NDA 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, page 106) is required, not just those who received a service in the reference week.
- For all service type outlets except 6.01–6.05:
 - 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 and so forth.
- Service type outlets 6.01–6.05 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 (that is, 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 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a 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 6.01–6.05 service simultaneously (for example, an interpreter at a conference), estimate the number of people that are benefiting from the service (for example, 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 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 and Section 6).
- 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 (that is, 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 item provides a 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.

5 Service user and services received information

The following section contains data item definitions and information on service user items B, and 1–17f. Most service type outlets need to provide information about all service users who receive a NDA service in any reporting period.

- 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 the service type 3.02 (recreation/holiday programs), service user data items up to and including the linkage key components are required (that is, items B1 and 2a–2e – see Table 3.1), and services received items 17a–17b.
- The following service types do not need to complete items 12b, 12c or 12e (carer – primary status, residency status and age group):
 - 5.01 Open employment
 - 5.02 Supported employment.
- 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
 - 1.03 Hostels
 - 1.04 Group homes
 - 1.08 Other accommodation support
 - 2.01 Therapy support for individuals
 - 2.02 Early childhood intervention
 - 2.03 Behaviour/specialist intervention
 - 2.04 Counselling (individual/family/group)
 - 2.05 Regional resource and support teams
 - 2.07 Other community support
 - 3.02 Recreation/holiday programs
 - 5.01 Open employment
 - 5.02 Supported employment.

- For all other service types, funded agencies are to complete all items.
See also Table 3.2 in Section 3.4.

B Service type outlet ID

Defined as: A unique number assigned to each service type outlet, by the funding department.

Classification: Numeric or alpha 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 funding 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 (for example, a therapy service and an early childhood intervention service), then the funding 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 (for example, 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 (for example, 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 (page 20).

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, for example, to report the average number of service type outlets and service groups a service user accessed.

1 Record ID

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.

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

2 Statistical linkage key components

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 linkage key as such but which is used to indicate the accuracy of the date of birth provided – the Birth date estimate flag.

2a Letters of surname

Question: Please write in the second, third and fifth letters of the service user's surname.

Defined as: The second, third and fifth letters of the person's surname.

Classification: Alpha numeric 3 characters.

Guide for use

- Please use block capital letters.
- Do not include apostrophes, hyphens, inflections, dashes or spaces.
- If the surname of the person is not long enough to supply the requested letters (that is, 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 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 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 surname 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.

- 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 6 for further information about the DS NMDS privacy and data principles.)
- Some software allows for the entry of a service user’s full name details; such software only exports the required letters of the service user’s name for transmission.
- Note that the service user is the person with disability, not the family or the carer, even in the case of respite services.

Examples of correct use

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

2b Letters of given name

Question: Please write in the second and third letters of the service user's given name.

Defined as: The second and third letters of the person's given name.

Classification: Alpha numeric 2 characters.

Guide for use

- Do not include apostrophes, hyphens, inflections, dashes or spaces.
- If the given name of the person is not long enough to supply the requested letters (that is, 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 surname 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.
- 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 6 for further information about the DS NMDS privacy and data principles.)
- Some software allows for the entry of a service user's full name details; such software only exports the required letters of the service user's name for transmission.

Examples of correct use

Sample name	'Given name' response						
PANG, Ho		O	2				
	1st	2nd	3rd	4th	5th	6th	7th
O'DOYLE, Mary		A	R				
	1st	2nd	3 rd	4th	5th	6th	7th

Examples of incorrect use

Sample name	Incorrect 'Given name' response						
PANG, Ho		O	9				
	1st	2nd	3rd	4th	5th	6th	7th
BEHLER		2	2				
	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 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 (estimated as: 2011 minus age in years)

0	1	0	1	1	9	8	0
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 (for example, 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. For further information see the AIHW's Metadata Online Registry (METeOR)
<<http://meteor.aihw.gov.au/content/index.phtml/itemId/569749>>.

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

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 and <<http://www.aihw.gov.au/publication-detail/?id=6442468342&tab=2>>) 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
 - 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 origin 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 disability, 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

Question: In which country was the service user born?

Defined as: The country in which the person was born.

Classification:	1101	Australia
	2105	Scotland
	2102	England
	3207	Greece
	1201	New Zealand
	2304	Germany
	3104	Italy
	5204	Philippines
	5105	Viet Nam
	7103	India
	—	Other country (please specify)

Guide for use

- Where the country of birth is known but is not specified in the classification above (that is, 'other country'), please specify it in the space provided. These will then be coded by jurisdictions to the appropriate Australian Bureau of Statistics code.
- The 10 countries listed in this classification, are the 10 most frequently reported countries of birth in the 2001 Census. They are listed to simplify data collection and minimise coding load on jurisdictions.
- The codes included above are those used by the Australian Bureau of Statistics. They are included on paper Service User Forms to assist data entry by the jurisdiction (that is, you only need to tick the relevant box, not enter the 4-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 web site: <www.abs.gov.au>. Please note:
 - 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).
 - 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

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 (that is, 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

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 (for example, Canon Communicator, Compic)
- 4 Little, or no effective communication
- 5 Child aged under 5 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 to 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 arrangement

Question: Does the service user usually live alone or with others? ('Usually' means 4 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, step sons and so on), female relatives (daughters, sisters, aunts, nieces, female cousins, grandmothers, female grandchildren, step daughters 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 (for example, 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 (for example, 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 arrangements 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 postcode

Question: What is the postcode of the service user's usual residence? ('Usual' means 4 or more days per week on average)

Defined as: Postcode of the person's residential address.

Classification: Numeric 4-digit Australian postcode (Australia Post classification)

Guide for use

- Postcodes are widely known, and allow data to be aggregated as required, including generation of Statistical Local Area (SLA).
- The service user's postcode must relate to their selected 'residential setting'.

The complete list of valid postcodes in the Australia Post classification can be found on the Australia Post website <<http://auspost.com.au/products-and-services/download-postcode-data.html>>.

NOTE: Only residential postcodes should be recorded. Contact AIHW for exceptions.

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 setting 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's postcode, 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

- 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 4 or more days per week on average).
- Classification:**
- 1 Private residence (for example, private or public rental, owned, purchasing etc.)
 - 2 Residence within an Aboriginal/Torres Strait Islander community (for example, rented private residence, temporary shelter)
 - 3 Domestic-scale supported living facility (for example, group homes)
 - 4 Supported accommodation facility (for example, 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 (for example, 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 postcode'.
- 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).
- 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 1.04 '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, 1.02 or 1.03 should be coded to 4). Supported accommodation facilities include hostels for people with disability. This code should be used for larger supported accommodation facilities (usually 7 or more people) that provide 24-hour supervision or care. Smaller supported accommodation facilities (that is, less than 7 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 peoples' 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 5 yearly Census of Population and Housing, and to assist in analyses of de-institutionalisation policies and practices. For example, this data item 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

10a Primary disability group

Question: What is the service user's primary disability group? (tick one only)

Defined as: The impairment of body structures or functions, limitations in activities, or restrictions in participation chiefly responsible for the disability.

- Classification:**
- 1 Intellectual (including Down syndrome)
 - 2 Specific learning/ Attention Deficit Disorder (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
 - 9 Hearing
 - 10 Speech
 - 11 Psychiatric
 - 12 Developmental delay

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. The primary disability is the disability 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).
- 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 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 below are intended to be a helpful guide. As per the guide for use, the examples below are based on an impairment of functioning approach. As such, these examples are not intended to be definitions of disability but associative functional descriptors.
 - 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: Down syndrome, tuberous sclerosis, 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 pervasive developmental disorders 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. 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.
 - 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.
 - Neurological (including epilepsy and Alzheimers disease) – applies to impairments of the nervous system occurring after birth, includes epilepsy and organic dementias (for example, Alzheimer's disease) as well as such conditions as multiple sclerosis and Parkinson's disease.

- Deafblind (dual sensory) – refers to dual sensory impairments associated with severe restrictions in communication, and participation in community life. Deafblindness is not just vision impairment with a hearing loss, or a hearing loss with a vision impairment. Deafblindness is a unique disability of its own requiring distinct communication and teaching practices.
- Vision – 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 – encompasses deafness, hearing impairment, hearing loss.
- Speech – encompasses speech loss, impairment and/or difficulty in being understood.
- 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 (for example, support needs in relation to ‘interpersonal interactions and relationships’) rather than here in ‘disability group’. Includes: schizophrenia, affective disorders, anxiety disorders, addictive behaviours, personality disorders, stress, psychosis, depression and adjustment disorders.
- 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 disability
- 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 in body structures or functions, 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 (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
 - 9 Hearing
 - 10 Speech
 - 11 Psychiatric
 - 12 Developmental delay

Guide for use

- 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 be ticked for code 10 (speech) and code 11 (psychiatric). Code 5 should not be ticked in this example, since acquired brain injury would already have been reported under the data element 'primary disability group'.
- See also 'Primary disability group'.

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

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) to perform tasks and actions in the specified life areas of:

- a Self-care – includes washing oneself, dressing, eating, 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 preferred 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, problem solving, 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: The person can undertake activities or participate in this life area with this level of help or supervision.

- 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.

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 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 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, that is, 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, for example, 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, for example, 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 (for example, guide dogs and companion animals) are generally considered to fall into 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 the following examples).

Examples

- A person, aged between 16 and 64, 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 (for example, 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 5 years
- Education: less than 5 years
- Community (civic) and economic life: less than 5 years
- Domestic life: less than 15 years
- Working: less than 15 years.

For example:

- the need for help or supervision would be 'not applicable' in the area of 'working' for a child (that is, less than 15 years of age) for whom employment is not yet a consideration, regardless of their disability
- the need for help or supervision would be 'not applicable' in the area of 'education' for a child (that is, less than 5 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 access to and service usage patterns of service users with varying levels of support need.

Comparisons with other service types, such as between open and supported employment 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 arrangement, residential setting and disability group (that is, 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
- who receive an employment service, need support with community (civic) and economic life and live with family members.

12 Carer arrangements (informal)

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–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–e) are about the presence and characteristics of an informal carer. Informal carers include those people 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 6 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–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 (for example, 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 disability 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–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 (for example, 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–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
 - Communication – making one-self understood by strangers/family/friends/staff, in 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 (for example, 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 4 or more days per week on average.
- If a service user has both a co-resident (for example, a spouse) and a visiting carer (for example, 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 (that is, 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 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–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 (for example, mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- If a person has more than one carer (for example, 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 (that is, 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 (for example, 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 (for example, 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.

12e Carer—age group

Question: What is the age group of the carer?

Defined as: The age group of the carer.

Classification:

- 1 Under 15 years
- 2 15–24 years
- 3 25–44 years
- 4 45–64 years
- 5 65 years and over

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 (for example, mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- When asking the service user about the age of their carer it is considered more appropriate to ask about broad age groups rather than actual age.
- It is important that this item is regularly updated (once a year) to ensure the carer is recorded in the correct age group. Failure to update this item may result in the carer incorrectly remaining in the age group they were originally recorded in. This may lead to apparent inconsistencies with other data items such as the service user's age (especially where a parent–child relationship exists between the carer and service user).

Why is this data item collected?

Information about the age group 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 (for example, 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)

Question: If aged under 16: 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.

Classification:

- 1 Yes
- 2 No
- 3 Not known

Guide for use

Do not complete this data item if the service user is aged 16 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 (that is, 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 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 parent or guardian who was known to receive Carer Allowance (Child).

14 Labour force status

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

Defined as: The self-reported status the person currently has is 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:
 - 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 enterprises)
 - worked for one hour or more without pay in a family business or on a farm (contributing family workers)
 - were employees who had a job but were not at work and were:
 - away from work for less than four weeks up to the end of the reporting period
 - away from work for more than four weeks up to the end of the reporting period and 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 worker's 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 and over who were not employed during the week preceding the end of the reporting period, and:
 - 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
 - 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.
- 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
 - 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

Question: If aged 16 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 (for example, 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. 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 (that is, because the service user is aged 16 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 (that is, 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 (that is, they have been asked but do not know).

Why is this data item collected?

To provide an indication of the main source of income of service users.

16 Individual funding status

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 funded agency to access a range of services for the individual; or may be given directly to the 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
 - 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' (that is, 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 services through an individual funding package, then all services received must be reported through the DS NMDS.
- For the purposes of the DS NMDS, all employment services provided by the Australian Government through 'case-based funding' are considered to be provided on an individualised funding basis. Code 1 'Yes' for this data item if your service type outlet is providing service type '5.01 – Open employment' or '5.02 – Supported employment'.
- 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 (for example, block funding) then record code 1 'Yes' for this data item.
- Examples of individualised funding include:
 - Western Australia – Intensive Family Support funding
 - Queensland – Adult Lifestyle Support Packages, family support programs and post-school programs
 - Australian Government-funded programs – Case Based Funding (CBF) and Futures for Young Adults (FFYA)

- Australian Capital Territory – Individual Support Packages
 - Victoria – Futures for Young Adults (FFYA), Individual Support Packages (ISP)
 - Tasmania – Individual Support Program (ISP) and Supporting Individual Pathways
 - Northern Territory – Client Focussed Funding (CFF).
- 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 (that is, 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 (for example, in terms of disability group, support needs, age etc.)
- 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 services

For every NDA service type received by a service user in the reporting period complete the following questions (that is, you may need to photocopy forms if you are using paper forms – see Section 3.5 of this Data Guide for further details).

It is important to note that your responses to this section depend on the service type(s) you are funded to provide.

- Service type outlets providing service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05 are:
 - to complete all sections 17a to 17f.
- Service type outlets providing 1.01–1.04, 1.08, 2.01–2.05, 2.07, 5.01 and 5.02 are:
 - to complete sections 17a to 17d only.
- Service type outlets providing service type 3.02 are:
 - only required to complete items 2a–e for each service user; and items 17a–17b.

Service type outlets providing service types 6.01–6.05 and 7.01–7.04 are not required to provide service user/services received information and should not complete these questions.

17a Service 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 a funded service type outlet.

Classification: ddmmyyyy

Guide for use

- Service users who commence services after 1 October 2002, should have their actual commencement date recorded (that is, the date this service type was first received by the service user).
- Service users who received services prior to October 2002, should either be recorded as commencing:
 - on their known service start date, for example, a service user starting on 2 September 2002 may be recorded as 02092002
 - on an estimate of their service start date; by recording '0101' for the day and month and estimating the year.
 - on 1 October 2002, that is 01102002. Use this option if the start date is unknown or cannot be recorded for some other reason.
- The service start date must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.
- The service start date does not 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 a 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 to 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. The general rule is that all service users' 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 data item 17c – 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 Date service last received

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

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 service type outlet.

Classification: ddmmyyyy

Guide for use

- The service exit date must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.
- 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
 - 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.

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
 - 11 Service user transitioned to the National Disability Insurance Scheme (NDIS) – **For jurisdiction use only**

Guide for use

Do not complete this data item if item 17c 'Service exit date' has been left blank (that is, the service user has not left the service. Instead, leave the item blank and move onto data item 17e – 'Hours received (reference week)').

- 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 (for example, to TAFE or further education, from employment service to paid open labour market).
- Service user no longer needs assistance – other: the service user 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 (for example, 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 (for example, hospital, residential aged care facility) or to supported accommodation/living facility (for example, 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.
- Service user transitioned to the National Disability Insurance Scheme (NDIS): 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). This includes if a service user is receiving some component of their services from jurisdictions as 'cash' contributions or 'in-kind' contributions.
NOTE: this code is not used by service type outlets, it is created by jurisdictions before submitting their data to the AIHW using information supplied to the jurisdictions by the NDIA.
- Other: the reason for the service user ceasing to receive assistance from the service type outlet is not listed or is unknown. Includes the situation where a service user is no longer eligible for services due to age. 'Other' should only be indicated where other responses do not represent the user's reasons for cessation of service.

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 NDA service type in the 7-day reference week preceding the end of the reporting period.

Defined as: The number of hours of support received by a person for this NDA service type in the 7-day reference week preceding the end of the reporting period.

Classification: 0-168 Number of hours
900 Less than 1 hour

Guide for use

- **Do not complete** this data item if your service type outlet code is: 1.01-1.04, 1.08, 2.01-2.05, 2.07, 3.02, 5.01, 5.02, 6.01-6.05 and 7.01-7.04. Instead, leave the item blank.
- Only complete this data item if your service type outlet code is: 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.
- 'Hours received' must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.
- This item is asking about hours actually received by service users (for each NDA service type they receive from your funded agency).
- Code '900' ('less than 1 hour') has been added in response to queries raised by agencies wishing to more accurately report receipt of services lasting less than 1 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 (that is, do not apportion group hours across the number of service users attending). For example, where one worker is supplying services to 3 service users for 4 hours, please count each service user as receiving 4 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 type 2.06 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 who provide any services arranged, purchased or brokered by your service type outlet as part of providing service type 2.06.
- If your service type outlet sub contracts the provision of part or all of a service type (other than 2.06) you are funded to provide, to another agency:
 - you are responsible for providing relevant details about the sub-contracted activity (for example, 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)
 - please include hours received by the service user that you have sub contracted 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 (for example, disability group, support needs) across service type outlets with various characteristics such as service type, geographic location, jurisdiction etc.

17f Hours received (typical week)

Question: Indicate the number of hours of support received by the service user for this NDA service type in a typical (or average) 7-day week (over the reporting period).

Defined as: The number of hours of support received by a person for this NDA service type in a typical or average 7-day week (over the reporting period).

Classification: 0-168 Number of hours
900 Less than 1 hour

Guide for use

- Do not complete this data item if your service type outlet code is: 1.01-1.04, 1.08, 2.01-2.05, 2.07, 3.02, 5.01, 5.02, 6.01-6.05 and 7.01-7.04. Instead, leave the item blank.
- Only complete this data item if your service type outlet code is: 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.
- Hours 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 designed to enable service type outlets to reflect that the hours received by the service user in the reference week (indicated in data item 17f) may not be reflective of a typical or average week. Where the response for 17f is typical for a usual week, please repeat it for 17g.

[Jurisdictions to select only one of the following two definitions (Option 1 or 2) of typical week and promote in your jurisdiction. It is recommended that the collection of average actual hours (option 1) be implemented where possible.]

Option 1 – This item is calculated as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the ‘total hours received during the reporting period’.

OR

Option 2 – Please record the service user’s usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

- Code ‘900’ (‘less than 1 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 1 hour was received, agencies may alternatively record ‘900’).

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 (for example, disability group, support needs) and across service type outlets with various characteristics such as service type, geographic location, jurisdiction etc.

6 DS NMDS privacy principles

6.1 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.

6.2 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 1987* and the *Privacy Act 1988*.

The AIHW Ethics Committee are established by the *Australian Institute of Health and Welfare Act 1987*. 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 6.1).

For more information on the *AIHW Act* and role of the Ethics Committee see <<http://www.aihw.gov.au/privacy-of-data/>> and <<http://www.aihw.gov.au/ethics/>>.

Box 6.1: 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 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 department 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 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.

6.3 Relevant state and territory policies and practices

[[Jurisdictions to insert]]

Appendix A: Summary of brokerage and subcontracting

Concept	Key principle	Example
Service details recorded by brokerage service types (2.06)	ONLY services received by service user for 2.06 are to be recorded. That is, do NOT record the hours of actual service that was brokered and provided by another service type outlet. This also applies where funding comes from the broker, but the broker does not control the service delivery.	A brokerage service type outlet (A) provides a referral to a therapy service type outlet (B). Service type outlet A records only the hours they spent referring the service user to B, and NOT the hours that B spent providing therapy. It is up to service type outlet B to record these hours (if they are funded to deliver NDA services). Note: if service type outlet B is not funded to deliver NDA services, the information about hours of support provided will not be captured under the national data set where this support has been brokered (however, as explained in this guide, jurisdictions may collect this information for their own purposes).
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.
NDA brokerage provided to arrange services that are not a funded agency/service type outlet	Service details arranged by a broker for non-NDA services only have brokerage (2.06) details recorded (as above). Jurisdictions are welcome to collect details of non-NDA services separately (for own records), however they will not be included in the national data set. The national data set is trying to report on NDA services, and the picture should not be artificially inflated by brokerage activities.	An accommodation service type outlet (E) brokers a non-NDA service type outlet (F) to mow a service user's lawn. The hours spent brokering by E are counted, but the details of (F) are not (for the purposes of the national data set).

Glossary

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'. Most jurisdictions have set their reporting period (and will therefore ask for information to be transmitted) at the end of each financial year quarter. Some will still only require information to be transmitted at the end of a financial year. The national collection will be transmitted annually to the AIHW.

The reporting period in *[jurisdiction name]* is a *[financial year/6-months/quarterly]*.

Reference week: The annual reference week is the 7-day week preceding the end of the financial year (that is, 24 June to 30 June). *[Jurisdiction to specify reference weeks if different]*

References

AIHW (Australian Institute of Health and Welfare) 2003. Australia's national disability services data collection: redeveloping the Commonwealth-State/Territory Disability Agreement National Minimum Data Set. 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.

NCSIMG (National Community Services Information Management Group) 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.