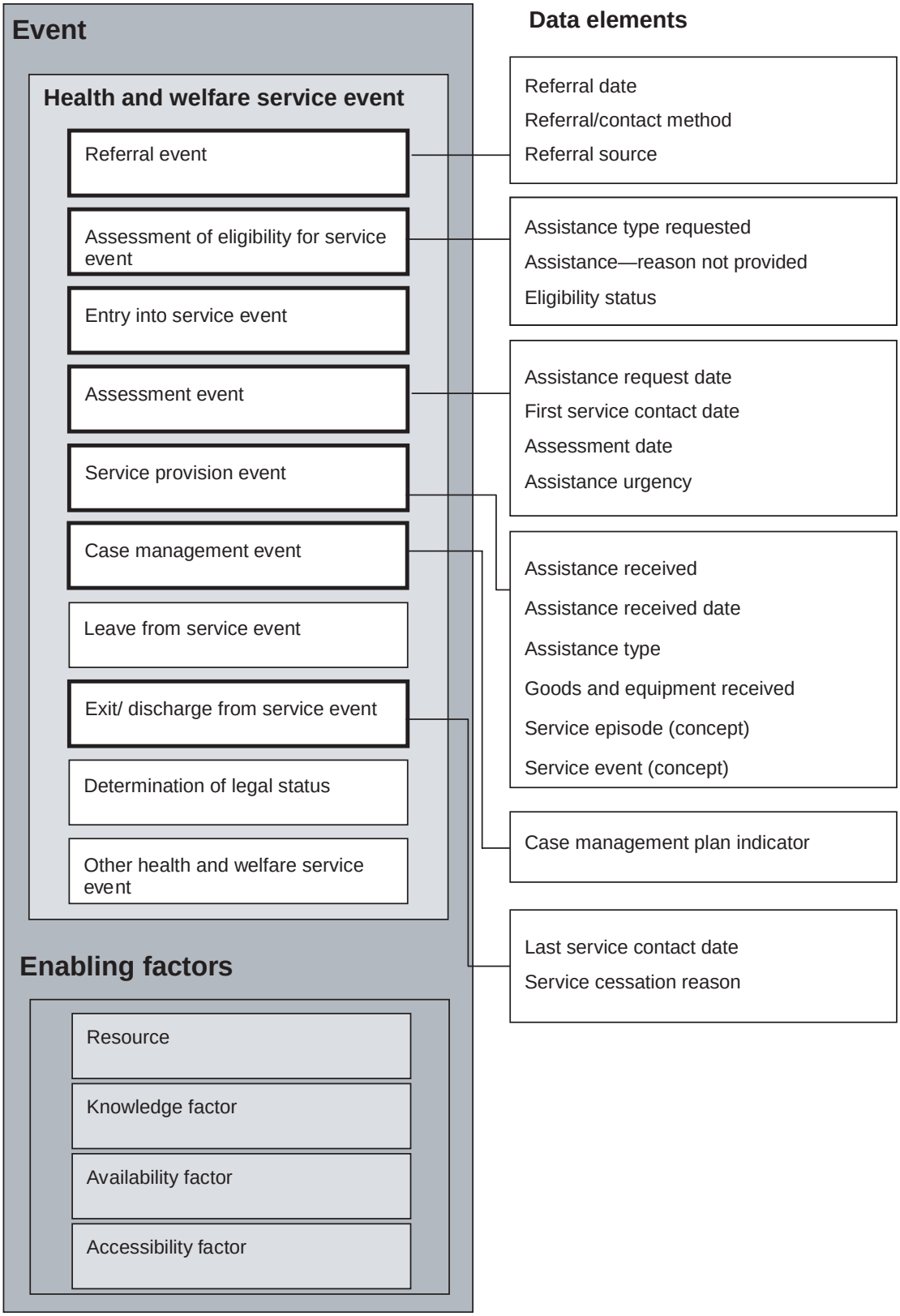
National Community Services Information Model, version 1, Entities



Referral date

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000515
NCSI Model Location			*Data Class*	*Version*
Event/health and welfare service event/referral event			Cross-Program	2

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which an agency receives a client referral from another party.

Context: Many providers collect the date of referral because it has administrative importance. It can be used in the calculation of response times and for performance indicators that measure the provision of service. Can also be used to measure workload (i.e. the number of referrals coming to a particular agency). This may be measured for particular clients or particular types of services.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** DATE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid date

Guide for use: This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example if an agency receives a client referral on July 1 2000 the Referral date should be recorded as 01072000 as specified in the representational layout.

Collection methods: Can be collected at initial referral of a client to an agency or at each referral, although this should be done consistently within a collection. Individual collections will also need to determine what constitutes a referral' for their purposes (e.g. Is it only formal referrals that are considered, or are self-referral counted as a referral also etc).

Related data: Supersedes previous data element Date of referral v.1. Used in conjunction with Referral source v.2.

Administrative attributes

Source document: AIHW: 1999. National Health Data Dictionary, version 9. Catalogue No. HWI 24. Canberra: AIHW.

Source organisation: National Health Data Committee

Comments:

Referral/contact method

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000581
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/referral event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The method by which contact with an agency (by a person, party or other agency, or a referral to an agency) was made.

Context: Service planning:

This item can be used to describe the way in which contact was made with an agency at any time, and the method by which a referral to an agency was made.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 1 ***Representational layout:*** N

Data domain:

1	Face to face
2	Over the telephone
3	In writing (including electronic)
4	Other method of referral/contact
9	Not stated/inadequately described

Guide for use: This item only describes the way in which contact or referral was made. It can be applied to anyone or any party making contact or referral. Referral source provides the information on who is actually making the contact or referral.

Collection methods: This information should be collected at the time at which contact or referral is made. It can be collected for each contact or referral or specified ones (for example, initial contact, referral from particular agencies etc).

Related data: Referral source v.2.

Administrative attributes

Source document: AIHW: 1999. SAAP National Data Collection Data Dictionary, Version 1.1. Canberra: AIHW.

Source organisation: Australian Institute of Health and Welfare

Comments:

Referral source

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000536
NCSI Model Location			*Data Class*	*Version*
Event/health and welfare service event/referral event			Cross-Program	2

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The party (person or agency) responsible for the referral of a client to a community service agency.

Context: Source of referral is important in assisting in the analyses of inter-service client flow and for community service planning.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 2 ***Representational layout:*** NN

Data domain:

1 Agency

11 Health agency
12 Community services agency
13 Educational agency
14 Legal agency
15 Employment/job-placement agency
16 Other agency

2 Non-agency

21 Self
22 Family
23 Friend(s)
24 General medical practitioner
25 Other party
9 Not stated/inadequately described

Referral source *(continued)*

Guide for use: Individual data collections use specific categories relevant to their particular information needs. These categories should be mappable to the above generic domain at the 1 or 2-digit level.

The separation of agency from non-agency for source of referral is a significant distinction. For instance, it is important to differentiate between a referral from a private practising general medical practitioner and a referral from a health agency, such as a health clinic in a hospital.

Examples

- *Aged care assessment team* would map to category 11
- *Residential aged care factor* to category 11
- *Community nursing service* to category 11
- *School/other education institution* to category 13
- *General Practitioner* to category 24
- *Police/legal unit* to category 14 etc

Collection methods: Individual collections may like to expand categories further for example, by distinguishing between immediate family and non-immediate family.

In addition, this item may be collected at the point of initial contact with an agency, or for other contact points as well, for the agency as a whole, or for different services provided by that agency.

This trial data element is undergoing further development and testing. This will include:

- a review of the ways in which this information is collected in existing administrative data collections,
- and an appraisal of its operational feasibility, and
- consultation with ABS and other organisations regarding related data standards.

Related data: Supersedes previous data element Source of referral v.1.

Is related to:

First service contact date v.2,
Referral date v.2.

Administrative attributes

Source document: AIHW: 1998. SAAP National Data Collection: Collectors Manual. Canberra: AIHW.

AIHW: 1999. SAAP National Data Collection Data Dictionary version 1.1. Canberra: AIHW.

AIHW: 1999. National Health Data Dictionary, version 9. Catalogue No. HWI 24. Canberra: AIHW.

DHFS:1998. HACC Data Dictionary, version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Australian Institute of Health and Welfare

Comments:

Assistance type requested

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000601
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/assessment of eligibility for service event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The type(s) of assistance that a person or persons requests from a community service agency.

The type of assistance may or may not be provided by the agency.

Context: Service planning:

Useful in the analysis of unmet demand where a person asks for assistance but it is not provided. This information can be used by agencies to plan appropriate services for their target group, and by funding departments to help them make better decisions about services.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 2 ***Max.*** 2 ***Representational layout:*** NN

Data domain:

01	Personal and social support
02	Child care and preschools
03	Training, vocational rehabilitation and employment
04	Financial and material assistance
05	Residential care and accommodation support
06	Protective services
07	Corrective services
08	Policy, community and service development and support
09	Other community services
99	Not stated/inadequately described

Guide for use: A person or persons may request more than one type of assistance on a single occasion. Categories used in individual community services data collections should be mappable to the activities classification in the National Classifications of Community Services, (currently Version 1.0, see highest level categories above, but to be revised and updated in 2001). To meet program or service specific needs, the categories used in individual data collections may be more detailed than those in the activities classification but they should always be mappable to categories in this classification.

Collection methods: This item can be collected for the main type of assistance requested or all types.

Related data: Is related to Assistance type v.2.

Assistance type requested *(continued)*

Administrative attributes

Source document: AIHW: 1997. National Classifications of Community Services, Version 1.0. Category No. HWI 7. Canberra: AIHW.

Source organisation: Australian Institute of Health and Welfare

Comments:

Assistance – reason not provided

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000606
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/assessment of eligibility for service event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The reason assistance was not provided to a person by a community services agency.

This may be recorded for a particular type of assistance, a particular request for service, a particular assessment event or a particular referral event.

Context: Service provision and planning:

This item is a useful measure for planning purposes and can provide information on service gaps, resource limitations, poor referral relationships between agencies, unmet demand etc.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 1 ***Representational layout:*** N

Data domain:

1 Service not offered by agency

Service is offered but not provided because:

2 Person not eligible/wrong target group

3 Outlet refused service to person/offer refused

4 Person or service provider unable to attend

5 Assistance currently not available

6 Facilities for special needs not available/service inaccessible

7 Referred to other more appropriate agency

8 Other reason assistance not provided

9 Not stated/inadequately described

Guide for use: Record main reason assistance not provided.

Examples of the above categories are:

3. Outlet refused service to person/offer refused – due to inappropriate behaviour or person failed to present and did not contact the agency.

4. Person or service provider unable to attend – for example, unscheduled staff absence or unscheduled events such as bad weather or electricity failure.

5. Assistance currently not available –the place, service or resource in not currently available or a waiting period applies.

6. Facilities for special needs not available/service inaccessible – facilities for special needs such as disability, cultural, language etc, not available; no disabled access to building; too far away; service not provided in days or hours required.

Assistance – reason not provided *(continued)*

Guide for use (continued): More specific categories in the data domain (that can map to this data domain) can also provide useful information at an agency or locality level about service gaps and resource limitations. For example code 6 can be broken up into a number of more specific categories to ascertain whether people are having trouble accessing services due to lack of interpreter services, disabled access to a building, etc. This information can help individual agencies better allocate their resources.

Collection methods: This item should at the least be collected for the primary reason that assistance is not provided. Other reasons can also be collected, but the primary reason should also be specified.

This item should be linked to a type of services or a particular event (such as a referral/contact event or a particular request for service).

Related data:

Administrative attributes

Source document:

Source organisation: Australian Institute of Health and Welfare

Comments:

Assistance request date

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000556
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/entry into service event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which a person or persons requests assistance from an agency.

A request does not necessarily result in provision of a service.

Context: Service provision and planning:

This item can be useful for measuring the immediacy of response times and the responsiveness to people's requests for assistance (in conjunction with Date assistance commenced). It also has important uses in measuring actual assistance provided and unmet demand.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** DATE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid date

Guide for use: This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example, if a person requested assistance from an agency on 1 July 2000, the Assistance request date should be recorded as 01072000 as specified in the representational layout.

Collection methods: This item should be collected on the date on which a person(s) made the initial request for assistance. The person(s) requesting assistance need not necessarily be a client as a request does not necessarily result in provision of a service.

May be collected for individual types of assistance or service requested.

Related data:

Administrative attributes

Source document: AIHW: 1998. SAAP National Data Collection Collectors Manual. Canberra: AIHW.

Source organisation: Australian Institute of Health and Welfare

Comments:

First service contact date

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	512
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/entry into service event			Cross-Program	2

Identifying and definitional attributes

Knowledgebase ID: Data item version no.: 2

Data element type: DATA ELEMENT

Definition: The date on which a Service episode commenced.

Context: This data element is used in calculation of measures of periods of support and duration of assistance.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid date

Guide for use: Due to the considerable variation in the types of services provided in the community services sector, it is not possible at this stage to define in generic terms what will constitute commencement of a Service episode. Individual collections should however define what constitutes commencement for their own purposes. For example, it may be at contact stage in some instances or in others when a case plan is formulated.

This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example if a Service episode commenced on July 1 2000 the First service contact date should be recorded as 01072000 as specified in the representational layout.

Collection methods: Date assistance commenced must be related to a particular Service episode. For each separate Service episode a 'First service contact date' should be recorded.

Related data: Related to:

Last service contact date v.2,
Assistance received date v.1,
Eligibility status v.2,
Service delivery setting v.2,
Service episode v.1

Supersedes previous data element Date assistance commenced, v.1.

Administrative attributes

Source document:

Source organisation: Australian Institute of Health and Welfare

Comments:

Assessment date

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000557
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/assessment of event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date(s) on which the agency undertook an assessment of the client(s) need for assistance, appropriateness of service provision and/or circumstances.

Context: Service provision and planning:

To help locate information about a client's circumstances in time.

As some information about clients can change over time it is necessary to have some way of identifying the currency of this information. The most recent Assessment date can be taken as an indication of the last time that the agency has reviewed and updated the information they have recorded about the client's characteristics and circumstances.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** DATE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid date

Guide for use: This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example if a person was last assessed by an agency on July 1 2000 the Assessment date should be recorded as 01072000 as specified in the representational layout.

Collection methods: When an agency undertakes an assessment of client needs and the adequacy and appropriateness of service provision, the agency should also record or update information about the client's circumstances.

While agency practice tends to differ, most clients undergo some form of assessment process when they first become involved with the agency. This process may vary from a relatively simple assessment of eligibility or need for assistance to a comprehensive functional assessment of the person's ability to undertake tasks of daily living. Agency practice related to the timing and process for re-assessing clients also varies. Although the extent and nature of assessment processes vary depending on the type of assistance provided by the agency, this process does serve as a primary point of data capture/update about the client.

HACC have this item as being derived from Date of receipt of assistance and Primary type of assistance received (where 'assessment' is coded).

Related data:

Assessment date *(continued)*

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments: If records have been linked, the last Assessment date is a key piece of information that facilitates analysis by providing a clearly defined basis for the selection of data (i.e. the most recently recorded information) where conflicting values are recorded in the linked file.

Assistance urgency

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000604
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/assessment of event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The assessed time period within which assistance, is needed by the person.

Context: Client needs and service and resource planning:

Gives an indication of the immediacy of need for people making requests for assistance. This information can also be used to help plan the level and amount of different types of services, such as crisis care and to measure the appropriateness of a person's waiting time for assistance.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 2 ***Representational layout:*** NN

Data domain:

1	Within 48 hours
11	Immediate
12	Within 24 hours
13	More than 24 hours but within 48 hours
2	More than 2 days but within 14 days
21	3–4 days
22	5–6 days
23	More than 6 days but within 14 days
3	More than 14 days
9	Not stated/inadequately described

Guide for use: This data item measures a perceived need by the service provider and/or professional making the assessment, not a perceived want.

Collection methods: Determination of 'urgency' into one of the above categories should follow an assessment event or some determination by the agency of need.

Related data: Assistance received date v.1.

Administrative attributes

Source document: AIHW: 1999. SAAP National Data Collection Data Dictionary Version 1.1. Canberra: AIHW.

AIHW: (Under development) Draft Aged Care Assessment Program Minimum Data Set, version 2.

Source organisation: Australian Institute of Health and Welfare

Comments:

Eligibility status

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000505
NCSI Model Location			*Data Class*	*Version*
Event/health and welfare service event/assessment of event			Cross-Program	2

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The eligibility of a person (as determined by an assessment) to receive an occasion of assistance from an agency.

Context: This data element may be used in calculating unmet demand and need for existing community services.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 1 ***Representational layout:*** N

Data domain:

1 Eligible

2 Not eligible

9 Not stated/inadequately described

Guide for use: The actual eligibility criteria may differ according to the type of assistance and the agency.

Collection methods: To be measured only where the person's eligibility for assistance has been assessed.

Instances in which a client who has been assisted on a previous occasion and subsequently seeks further assistance, should generally be considered as another occasion of assistance, and a new 'eligibility status' should be recorded. For example, instances where a significant amount of time has lapsed since previous assistance or where the reasons for seeking assistance have changed should be regarded as additional occasions of assistance.

Related data: Supersedes previous data element Assessment of eligibility, v. 1.

Administrative attributes

Source document:

Source organisation: National Community Services Data Committee

Comments:

Assistance received

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000545
NCSI Model Location			*Data Class*	*Version*
Event/health and welfare service event/service provision event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: The goods or services, or time or money received by a person (client) during a Service episode or event.

Context: This item is important for client centred collections. It may be used to measure the amounts and nature of assistance that are received directly by clients, which can be used to help assess the appropriateness and effectiveness of programs.

Relational attributes

Related data: Assistance type v.2.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments: This item is a client centred measure of amounts of assistance. This is not necessarily the same as an agency's total outlay to a particular client as it does not include administration costs, travel time for service providers, etc.

For example, a client that receives meals from a meals on wheels service. In this instance only that which is directly received by the client is recorded (i.e. the number of meals). The administration costs of providing this service, the costs of making the meal and the time and costs of the person delivering the meal are not included in the amount of assistance received.

As this item is only a measure of money, time or quantity of goods or services directly received by clients it will not accrue to give a total of assistance provided on an agency basis (in terms of money, time or quantity of goods or services). Therefore it should not be used for National Accounts reporting.

Assistance received date

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000558
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/service provision event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which a client receives assistance from an agency.

Context: Service provision and planning:

Allows a description or profile of service utilisation by a person or persons during a period of service or reporting period. This item can be used in calculating the total amount of assistance received by a person in a reporting period (as in the HACC MDS).

Information on the total amount of assistance received in a specified time period is important for program planning and accountability. In conjunction with information concerning client need or dependency, this information can provide an indication of the appropriateness and adequacy of services as well as information on equity in service provision across client groups and geographic areas.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** DATE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid date

Guide for use: This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example if a person received assistance from an agency on 1 July 2000 the Assistance received date should be recorded as 01072000 as specified in the representational layout.

Collection methods: The date recorded should reflect the date on which the client received any type of assistance (as specified in the data element Assistance type). Where a client receives more than one occasion of service on the same day, the agency should separately record each occasion of service against the same date.

Related data: Related to the data elements:

Assistance type v.2,
Assistance urgency v.1 and
Assistance received v.1.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments:

Assistance type

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000538
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/service provision event			Cross-Program	2

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The type of assistance provided by a community services agency in response to a client's request for assistance or a contact or referral event. The types of service(s) or support should be classified in terms of activities and should be related to a particular Service event or Service episode.

Context: Information about assistance provided is of fundamental importance to community service delivery, service planning and for administrative purposes.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 2 ***Max.*** 2 ***Representational layout:*** NN

Data domain:

01	Personal and social support
02	Child care and preschools
03	Training, vocational rehabilitation and employment
04	Financial and material assistance
05	Residential care and accommodation support
06	Protective services
07	Corrective services
08	Policy, community and service development and support
09	Other community services
99	Not stated/inadequately described

Guide for use: The type(s) of assistance received may be recorded for each Service event or Service episode. Categories used in individual community services data collections should be mappable to the activities classification in the National Classifications of Community Services (currently Version 1.0, see highest level category above, but to be revised and updated in 2001). To meet program or service-specific needs, the categories used in individual data collections may, be more detailed than those in the activities classification, but they should always be mappable to categories in this classification. Where appropriate, revisions will be made to the activities classification.

Collection methods: Coding should be based on the type(s) of assistance that is/are the main focus of a Service episode or Service event.

Assistance type *(continued)*

Related data: Supersedes previous data element Type of assistance provided v.1.

Related to the data element:

Assistance request date v.1,
First service contact date v.2,
Last service contact date v.2.,
Service event v.1,
Service episode v.1.

Administrative attributes

Source document: AIHW: 1997. National Classifications of Community Services, Version 1.0. Category No. HWI 7. Canberra: AIHW.

Source organisation: Australian Institute of Health and Welfare

Comments:

Goods and equipment received

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000574
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/service provision event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The goods or equipment received by the client (by purchase, loan, or gift) during a Service event or Service episode.

Context: Resource and financial planning:

This provides one measure of the assistance received by a client or clients on a Service event or Service episode. In this case it will measure the types and number of goods and equipment received.

This data element does not record an amount of assistance with goods and equipment in the same way that an amount is recorded for the other types of assistance provided by agencies (i.e. in time, quantity or cost). Rather this data element indicates the type of goods or equipment that the agency provides to the person on an occasion of service delivery.

Information about the types of goods and equipment provided to clients by agencies facilitates interstate and cross regional comparisons of service provision and comparisons between different client sub-populations.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 1 ***Representational layout:*** N

Data domain:

1 **Self-care aids** (e.g. button hook for dressing or bowl care for eating)
2 **Support and mobility aids** (e.g. walking frame, manual wheelchair)
3 **Mobility aids for blind persons** (e.g. white cane, guide dog)
4 **Communication aids** (e.g. hearing aids, mouth-stick)
5 **Reading aids** (e.g. magnifying glass, braille books)
6 **Medical care aids** (e.g. ventilator, pacemaker)
7 **Car modifications** (e.g. car ramp, room for wheelchair)
8 **Other goods and equipment** (other goods and equipment n.e.c)
9 **Not stated/inadequately described**

Guide for use:

Goods and equipment received *(continued)*

Collection methods: The agency should record the type of goods or equipment received by the client (on loan or by purchase) on each Service event or Service episode. This information can then be amalgamated to provide a measure of the types and number of goods and equipment received by a client over a reporting period (which will vary according to collection requirements).

Where the client receives more than one of the same type of good or equipment (e.g. several food packets) on the same occasion, the agency should only record this once. Where the client receives different types of goods or equipment on the same occasion, the agency should separately record each type of goods or equipment against the same date.

Where greater detail in the data domain is required refer to HACC Data Dictionary Version 1.0, Appendix B: Code list for Goods and Equipment. 1998.

Related data: Is related to Assistance type v.2.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments:

Service episode

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000590
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/service provision event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: A period of time during which a client receives assistance from an agency.

Context: Service provision and planning:

The concept of a Service episode (and associated data elements) is necessary for the analysis, of the length of provision of assistance to clients. In conjunction with information about the amount and type of assistance received by clients, information about the length of Service episode also gives some indication of the intensity of assistance provided by agencies.

A client's Service episode always begins and ends with dates that mark the first and last time that the person received assistance from the agency. That is, a Service episode will always begin and end with Service event (see data concept Service event).

The pathway or process followed by a person entering or exiting from a Service episode varies from one agency to another and from one type of assistance to another. It cannot be assumed, for example, that every client has undergone an assessment (or the same type of assessment) before entering a Service episode. At times, a client may receive services from an agency on the basis of a referral from an established source with which the agency has well-developed referral protocols. At other times, a client who has been previously assisted by the agency may begin to receive services again without undergoing the same level of assessment on entry into a subsequent Service episode.

The definition of Service episode has not assumed that any standard sequence of events applies to all Service episodes for all clients across all types of agencies and across all programs.

Rather, the definition of a Service episode allows for the receipt of any of the types of assistance specified in the data element Assistance type to serve as a trigger for the beginning of a Service episode. That is, the service activity associated with the beginning of a Service episode (i.e. the first Service event) will vary across agencies.

While agency policies and practices will impact upon the determination of a Service episode to some extent (e.g. different policies for taking clients 'off the books') the basic feature across agencies remain the first and the last Service events received by a client within a period of receipt of assistance. Establishing greater consistency in the determination of Service episodes would require a national cross-program approach to standardising entry and exit procedures across the community service sector.

Service episode *(continued)*

Relational attributes

Related data: First service contact date v.2,
Last service contact date v.2,
Service event v.1.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments:

Service event

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000591
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/service provision event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: An instance or occasion of assistance received by a client from an agency.

Context: Information about individual instances of the receipt of assistance by a client from a community service agency is of fundamental interest to service providers, but may or may not be required for national reporting purposes. However, information about an individual Service event is a basic building block for other information that is of relevance to national reporting and statistical analysis. For example, if information about the length of time that certain types of persons have received particular types of assistance from specific types of agencies is required, then information about each instance of service provision should be recorded in a standard way. This should enable reliable, valid and comparable data to be reported nationally.

Generally, a Service event is described by a cluster of data elements that provide information about when it happened, where it happened, what assistance was received, how much and from whom. The need for information about Service events reflects an interest in locating community service assistance to clients in time. This information may help to identify the intensity of assistance received by a person during a time period. Knowing when a person received assistance from an agency also helps to identify those records that are of interest to particular data collections. For example, an agency may be required to report on all assistance provided to clients during, say 1999–2000.

As with the definition of Client, what constitutes a Service event is influenced by the definition of "assistance". That is, every interaction between an agency and a client may not be considered of sufficient significance to warrant recording as a Service event. Furthermore, decisions about what is included or excluded from the definition of "assistance" may be affected by specific program requirements as well as practical considerations related to the amount of time and resources it takes to record every interaction between an agency and a client.

Relational attributes

Related data: Service episode v.1.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments:

Case management plan indicator

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000554
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/case management event			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: Whether or not a current (at the time of recording) case management plan has been developed for the client, implemented and/or agreed to by the client.

A case management plan is a personal plan or a support agreement that usually has a statement of the person(s)' problems or needs, some goals for the person(s) and strategies to achieve those goals. It is usually developed between the person and agency as a result of an assessment process.

The plan or agreement can relate to services provided by one agency or a number of agencies.

Context: Establishing clear agreements between clients and their community service providers is recognised as good practice (for example in SAAP and child protection). Therefore, collecting information on whether a case management plan has been developed, implemented and agreed to can be useful in measuring performance of agencies. This is especially the case if collected in conjunction with information regarding the quality of the plan e.g. whether the plan is reviewed regularly, whether plan is devised in consultation with all relevant parties etc.

In addition, it may be a useful management tool for agencies to be aware of the existence, or lack of, case management plans for an individual client.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 3 ***Representational layout:*** NNN

Data domain:

0	Not applicable
1	Plan developed
2	Plan agreed to by client or advocate
3	Plan implemented
9	Not stated/inadequately described

Guide for use: Multiple responses for codes 1,2 and 3 may be recorded. If a plan is implemented (Code 3), then of necessity it must also have been developed (Code 1). Codes 0 and 9 can only be recorded individually though.

0 Not applicable: Case management plans may not be appropriate for all clients. For example where a client receives supported accommodation for a 24-hour period or less.

1 Plan developed: The case management plan does not necessarily need to be in operation to record yes; it is whether one has been developed and there is an intention to carry it out.

Case management plan indicator *(continued)*

Guide for use:

2 Plan agreed to by client or advocate: The client or their advocate (such as a parent or partner) agrees to the implementation of the plan. The plan does not need to be implemented to record this code. In many cases of statutory intervention, whilst desirable, client agreement is not essential.

3 Plan implemented: Some part of the plan must be implemented, i.e. the plan must be in operation at the time of recording.

Collection methods:

This item would be collected either at an initial assessment or subsequent reassessment of a person(s).

Due to the variety across community services as to what constitutes a case management plan, and whether it is considered to be developed, agreed to and implemented, it is up to individual collections to further clearly specify these aspects when collecting data for their individual purposes.

Individual collections may also have certain quality issues regarding case management plans that may be as important as whether or not one has been developed.

Related data:

Administrative attributes

Source document: AIHW: 1998. SAAP National Data Collection Collectors Manual. Canberra: AIHW.

Source organisation: Australian Institute of Health and Welfare

Comments:

Last service contact date

Revised	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000513
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/exit or discharge from service			Cross-Program	2

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which a service episode was completed.

Context: This data element may be used in the calculation of measures of periods of support and duration of assistance.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 8 ***Max.*** 8 ***Representational layout:*** DDMMYYYY

Data domain: Valid dates

Guide for use: Due to the considerable variation in the types of services provided in the community services sector, it is not possible at this stage to define in generic terms what will constitute completion of a Service episode. Individual collections should however define what constitutes completion for their own purposes.

This data element 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. For days and months with a numeric value of less than 10, zeros should be used to ensure that the date contains the required 8 digits. For example if a Service episode is completed on July 1 2000 the Date assistance completed should be recorded as 01072000 as specified in the representational layout.

Collection methods: Last service contact date must be related to a particular Service episode. For each separate Service episode a separate 'Last service contact date' should be recorded.

Related data: Related to data elements:

First service contact date v.2,
Service cessation reason v.1,
Assistance received date v.1,
Service delivery setting v.2, and
Service episode v.1.

Supersedes previous data element Date assistance completed v. 1.

Administrative attributes

Source document:

Source organisation: Australian Institute of Health and Welfare

Comments:

Service cessation reason

New	*Status*	*Effective Date*	*Reg. Auth.*	*ID No.*
	CURRENT	1/07/2000	NCSIMG	000607
NCSI Model Location			***Data Class***	***Version***
Event/health and welfare service event/exit or discharge from service			Cross-Program	1

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The reason that the person ceased to receive services from the agency.

Context: Service provision and planning:

This data element provides information about the circumstances surrounding the ending of a client's receipt of services from an agency. This data element contributes to a general understanding of the patterns of client movement into and out of the care and support of agencies. Service cessation reason also gives some indication of the impact on client turnover of factors relating to the agency's operations and to changes in client needs and circumstances.

Relational and representational attributes

Datatype: Numeric ***Representational form:*** CODE

Field size: ***Min.*** 1 ***Max.*** 1 ***Representational layout:*** N

Data domain:

1 Client no longer needs assistance from agency

2 Client referred or moved to other agency

3 Client's needs have not changed but agency can or will no longer provide assistance

4 Client moved out of area

5 Client terminated service

6 Client died

7 Other reason

9 Not stated/inadequately described

Guide for use:

1 Client no longer needs assistance from agency

Where the problem is resolved or no longer exists or client is able to manage without the agency's assistance. Instances where the client has moved to another agency or form of assistance (either of their own choice or the agency's) should be coded in 2, and not here.

2 Client referred or moved to other agency

Includes situations where the client's changing dependency or need for assistance has reached the point where the agency can no longer provide the necessary assistance and the client is referred to a more appropriate agency. Includes situations where the agency's assistance is no longer provided because the client has moved onto another form of assistance (e.g. from home with a carer to an institutional or residential care setting or a supported accommodation care setting).

Service cessation reason *(continued)*

Guide for use (continued):

3 Client's needs have not changed but agency can or will no longer provide assistance

Includes situations where the client's need for assistance has not changed but the agency has ceased to provide assistance to the client because of the agency's resource limitations. This would usually be associated with a review of the relative need of all agency clients in order to decide on which clients have priority. Where the main reason the client ceased to receive services from the agency was because the client's increased level of need/dependency led to a referral to another agency or program that provides a higher level of community care, code 2 should be used. Also includes when an agency terminates service to a client for worker (or volunteer) occupational health and safety reasons. Safety issues may relate to the physical setting of service delivery (e.g. unsafe or unsanitary dwelling) or to concerns with the physical or emotional wellbeing of the worker (or volunteer) due to the client's behaviour.

4 Client moved out of area

The client ceased to receive assistance from the agency because the client moved out of the geographic area of coverage of the agency. That is, the reason the agency ceases to assist the client is primarily because of a change in client's residential location and not because of any change in their need for assistance.

5 Client terminated service

The decision to cease receiving assistance from the agency is made by the client. That is, it was the client's choice and not the result of any agency assessment of need or change in the client's external circumstances. If the client had not made this choice they would have continued to receive assistance from the agency.

Collection methods: This data element should be recorded for clients who cease to receive funded assistance from an agency. Where the client has ceased to receive services for more than one reason, the agency should clearly record the main or primary reason for the cessation of service. Other reasons can also be collected if necessary.

Related data: Last service contact date v.2.

Administrative attributes

Source document: DHFS: 1998. HACC Data Dictionary Version 1.0. Commonwealth of Australia.

Source organisation: Department of Health and Family Services

Comments: