

Continence Aids Assistance Scheme

Data Dictionary

Version 1.0

October 2001

Prepared for the Commonwealth Department of Health and Aged Care by the
Australian Institute of Health and Welfare
Canberra

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Abbreviations

ABS	Australian Bureau of Statistics
ACAP	Aged Care Assistance Program
AIHW	Australian Institute of Health and Welfare
CAAS	Continence Aids Assistance Scheme
CSDA	Commonwealth/State Disability Agreement
DHAC	Department of Health and Aged Care
DSP	Disability Support Pension
DVA	Department of Veterans' Affairs
HACC	Home and Community Care
HSA	Health Services Australia
MDS	Minimum Data Set
NCSD	National Community Services Data Dictionary
NMDS	National Minimum Data Set
MA	Mobility Allowance
PQL	PQL Lifestyles
RAP	Rehabilitation Appliances Program
SA	CAAS Service Administrator

1 Introduction

1.1 Background

In May 2001, the Australian Institute of Health and Welfare (AIHW) was contracted by the Department of Health and Aged Care (DHAC) to undertake a project aimed at developing a new draft application form and supporting data dictionary for the Continence Aids Assistance Scheme (CAAS). The existing application form was in need of updating to reflect minor changes in the scheme introduced from 1 July 2001. It was also recognised that the application form could be improved to make the eligibility criteria and the application process clearer to potential applicants and to health professionals involved in assessing applicants.

This document is the final report from that project, incorporating:

- The draft Application Form and Application Guidelines for CAAS (Section 2);
- Version 1.0 of the CAAS Data Dictionary (Section 3); and
- A report on the review of the data collection and data storage systems used by PQ Lifestyles in June 2001 (Section 4).

The objective of the CAAS Data Dictionary is largely to support the new application form and to provide detailed definitions of data elements required to be collected for the purposes of managing CAAS and for reporting on CAAS clients.

1.2 CAAS

The aim of CAAS is to assist people of working age with permanent incontinence resulting from a permanent disability to defray the cost of continence management. It is intended to complement the State and Territory government schemes that predate CAAS.

CAAS was first introduced by the Commonwealth Government in 1993. At that time it was administered separately by a number of independent, mostly state-based non-government agencies. In December 1995, the Department of Health and Family Services called for tenders for national administration of CAAS under a single contract. The Paraplegic and Quadriplegic Association of Queensland (PQAQ), through its commercial arm, PQ Lifestyles, won the tender for the contract period of 1 January 1997 to 30 June 1999. The contract with PQ Lifestyles has since been extended, and is current now until June 2002.

PQ Lifestyles initially administered CAAS through subcontracting arrangements with the previous State based providers. Since July 1999 the processing of orders has been centralised in the Queensland office of PQ Lifestyles and warehousing and delivery of orders subcontracted to Fauldings Health Care.

CAAS currently provides a subsidy of up to \$460 per annum per client on the purchase of continence aids. The subsidy is not paid directly to the client. Instead, eligible clients can purchase up to \$460 worth of approved continence aids per year,

through the service administrator (currently PQ Lifestyles). Unspent money cannot be carried over by clients into the following financial year. The amount of subsidy available to clients in their first year is calculated on a pro-rata basis depending on the date they enter the scheme (as of 1 July 2001, this is counted from the date of receipt of a completed eligible application and associated proof documentation).

PQ Lifestyles is required to administer the program (including approval of eligible applicants), supply the clients with client requested continence aids under a schedule agreed to by DHAC, maintain accurate records and report to DHAC regularly.

PQ Lifestyles is required to collect particular information from applicants, for the purposes of managing and administering CAAS and reporting to DHAC. The application form and supporting documentation (documentation from Centrelink regarding eligibility for the Disability Support Pension (DSP) or Mobility Allowance, the health assessment from a health professional and, in some cases, an assessment from Health Services Australia) are the main sources of information.

Other than client information, PQ Lifestyles is also required to collect information relating to client orders (type and amount), client 'expenditure' against their subsidy allocation, dispatch information, complaints, number of phone calls to the telephone help line (which is the same as order line) and financial information.

PQ Lifestyles are also interested in undertaking more analysis of the data in the future than has been the case to date. This will be facilitated by the change in data systems from the two current separate systems to one integrated system. They are particularly interested in examining purchasing patterns of clients and ways to make the program more efficient.

As part of the project to develop an application form and data dictionary the AIHW was required to review the current data collection and data storage systems used by PQ Lifestyles. The report on this review is provided in Section 4 of this report.

1.3 Development of the application form and data dictionary for CAAS

The main steps involved in the development of the application form and associated data dictionary for CAAS were:

- Review current application form and associated application guidelines in consultation with DHAC, PQ Lifestyles and Health Services Australia (Health Services Australia provides expert advice in cases where eligibility based on the medical condition of the applicant is unclear);
- Review the current data collection and data storage systems used by PQ Lifestyles (see Section 4);
- Clarify the eligibility criteria for CAAS;
- Determine the information needs of DHAC in relation to CAAS (i.e. what do they want to know about CAAS clients and what is the primary source of this information);

- Determine the information needs of PQ Lifestyles (i.e. what do they need to know to manage CAAS and for reporting purposes, and what is the primary source of this information);
- Determine how best to present the eligibility criteria to make the assessment process clearer for health professionals;
- Review the documentation relating to CAAS (such as the previous reviews of CAAS, a recent cabinet submission, PQ Lifestyles' monthly, quarterly and annual reports and PQ Lifestyles' contract with DHAC); and
- Examine related data collections such as the Home and Community Care Minimum Data Set (HACC MDS), the Commonwealth and State Disability Agreement Minimum Data Set (CSDA MDS), the Aged Care Assessment Program Minimum Data Set (ACAP MDS), the Community Aged Care Packages National Minimum Data Set (CACP MDS), the *National Community Services Data Dictionary* Version 2 (NCSDD V2), and the ABS Survey of Disability, Ageing and Carers, 1998.

1.4 Issues encountered during development

A number of issues arose whilst drafting the new application form and application guidelines for CAAS. These are outlined below:

- One of the main difficulties encountered while trying to define key data concepts and data elements was the lack of clear and concise program objectives and a target population group for CAAS. This led to some inconsistencies and a lack of clarity in some of the eligibility criteria for CAAS:
 - In particular the health conditions that are considered eligible are not consistent or clearly articulated. This has led to some difficulties in interpretation of what is an eligible 'health condition' by PQ Lifestyles and Health Services Australia.
 - The eligibility criteria relating to income support/benefit seems inconsistent. It includes that a person must be eligible for the Disability Support Pension (which has a means test as well as a 20 point disability check) OR in receipt of Mobility Allowance (which has no means test and is related to inability to utilise public transport without assistance). Similarly there is a lack of clarity around the eligibility of veterans and whether they need to also be eligible for the Disability Support Pension or Mobility Allowance.
 - Hours worked in relation to applicants aged 65 years or over. It is not specified if this requirement is for an average number of hours over a specific time period, or what that time period may be.
- Related to the first dot point, reporting requirements of DHAC are not linked to performance indicators per se. It was therefore not easy to clearly articulate the information requirements of DHAC.
- Lack of clarity regarding the appropriate proof required to support an eligible application.

- Some of the terms used in the past were very confusing (for example, 'left scheme'). DHAC resolved this with PQ Lifestyles for reporting in the future.
- The issue of how to count and ultimately treat clients who may have died or no longer use the scheme arose while trying to define a 'client'. A possible method of managing these clients was developed during discussions between DHAC and PQ Lifestyles (see report of the review in Section 4).
- The current application form is laid out in such a way as to act as a screening tool for people filling out the form. It was agreed that it would be more efficient to provide greater detail in the guidelines for both applicants and health professionals. Hopefully this will reduce the number of ineligible people applying for CAAS.
- Changing eligibility criteria in regard to health condition. Parkinson's disease and dementia were included during the development of the application form and Data Dictionary. DHAC decided that mention of dementia as an 'ineligible disease' should be removed from the application guidelines. However, it will not be mentioned as an 'eligible disease' either. Parkinson's disease is now to be specifically mentioned as an 'eligible disease' in the application guidelines.

2 Draft application form and application guidelines

Continence Aids Assistance Scheme

Application Guidelines



Applicants and Health Professionals should read the following guidelines carefully BEFORE completing the application forms. When returning these forms, applicants should ensure that *Sections 1 and 2* of this form (completed and signed) and the appropriate *proof of eligibility* are included.

Current CAAS clients do not need to reapply each financial year.

For more information on CAAS phone PQ Lifestyles on 1300 366 455.

What is CAAS?

The Continence Aids Assistance Scheme (CAAS) is a Commonwealth program offering assistance to people who have permanent and ongoing incontinence as a result of a neurological condition or severe intellectual impairment. The aim of CAAS is to help eligible clients to meet the cost of continence aids. PQ Lifestyles operates the CAAS under contract to the Commonwealth Government. CAAS clients receive a subsidy of up to \$460 per year on continence aids ordered through PQ Lifestyles.

Am I eligible for CAAS?

You are eligible for CAAS if:

1. You have permanent loss of bladder and/or bowel function (that is, incontinence) due directly to a permanent neurological condition (such as Paraplegia, Quadriplegia, Cerebral Palsy,

Spina Bifida, Multiple Sclerosis or Parkinson's Disease) or a permanent and severe intellectual impairment;

and

2. You are at least 16 years of age but not yet 65 years of age

or

Aged 65 years or over AND working in paid employment at least 8 hours per week;

and

3. You are **ELIGIBLE** for the Disability Support Pension (*regardless of the Pension that you are actually receiving, such as the Age Pension*)

or

You are eligible for Mobility Allowance or in receipt of the equivalent Sales Tax or GST exemption on a vehicle.

2907 (0108)

Who is not eligible for CAAS?

Not all people with incontinence are eligible to receive assistance under CAAS. You are NOT eligible for CAAS if:

1. The incontinence is one of the following types:
 - stress incontinence;
 - intermittent incontinence;
 - incontinence that can be treated with an existing treatment regime;
 - incontinence which is treatable by medication or surgery;
 - incontinence resulting directly from surgery;
 - incontinence resulting directly from medication; and
 - incontinence resulting directly from particular diseases (such as prostate, bowel or bladder cancer).

or

2. You are a **high care** resident in a Commonwealth funded aged care home.

or

3. You are eligible for assistance with continence aids under the Rehabilitation Appliances Program (RAP) which is available through the Department of Veterans' Affairs.

or

4. You are eligible for assistance from the Stoma Appliance Scheme.

If you do not meet the eligibility criteria you may still be eligible for assistance with your incontinence under another program. PQ Lifestyles, the Commonwealth Department of Health and Aged Care or your State or Territory department of health can provide advice on possible alternatives.

What assistance will I get under CAAS?

CAAS assists clients to meet the cost of continence aids, through a subsidy of up to the value of \$460 per person per financial year on aids ordered from PQ Lifestyles.

In the year that you first become a client, the rate of subsidy is calculated on a pro rata basis according to the date on which your full and complete application form is received by PQ Lifestyles. For example, if your application is received in July 2001, a maximum of \$460 applies for the 2001/2002 financial year. If the application is received in January 2002, a maximum of \$230 applies for the financial year. After the initial year you will receive the full \$460 subsidy per financial year, regardless of when you applied, providing that there is no change in your circumstances that means you no longer meet the eligibility criteria for CAAS.

The continence aids available under CAAS include a wide range and are listed in a catalogue. There are policies concerning minimum orders, exchange of goods and product substitution. Further details of these policies plus a copy of the catalogue will be provided to clients on approval of their application or by contacting PQ Lifestyles on 1300 366 455.

How do I apply for CAAS?

1. First check the eligibility criteria outlined on the front page of this form to ensure that you are eligible. If it is clear that you do not meet the eligibility criteria you should not proceed with completing the application form. If you have doubts about your eligibility, contact PQ Lifestyles for advice **before** completing the application form.
2. **If you DO meet the eligibility criteria**, complete and sign Section 1 of the attached CAAS application form. If you cannot fill in the form yourself please ask someone else to help you. You, or a person who can make decisions on your behalf, must sign the application.
3. Attach a copy of documents supporting your eligibility to the CAAS application form. See below what information should be attached. This is very important as without proof of your eligibility the application form cannot be processed.

4. You must also get an appropriate Health Professional to complete and sign Section 2 of the CAAS form. The Health Professional may be your general practitioner, medical specialist, continence nurse, community nurse, physiotherapist or an occupational therapist.

5. Send the completed and signed **Section 1** and **Section 2** of the CAAS application form, along with the **copies of documents supporting your eligibility** to:

**CAAS Administrator
PQ Lifestyles
PO Box 2082
Milton QLD 4064**

6. PQ Lifestyles will process your application on receipt and contact you by letter regarding the outcome and further details on the CAAS assistance.

Please note that you only need to apply to CAAS once, not every financial year. When you no longer meet the eligibility criteria you should inform PQ Lifestyles. As part of an audit of client eligibility you may be asked to confirm your eligibility for assistance at some time.

What proof of eligibility do I need to attach and send with the application?

You will need to attach additional supporting documentation to your completed CAAS application form.

This supporting documentation should provide evidence that you are eligible for Disability Support Pension or Mobility Allowance, or that you receive the equivalent Sales Tax Exemption or GST exemption on a vehicle, such as:

- a copy of a statement or document from Centrelink (showing date of issue) which verifies that you are currently receiving Disability Support Pension;

or

- a copy of a statement or document from Centrelink (showing date of issue) which verifies that you meet the full eligibility

criteria for the Disability Support Pension but are currently in receipt of another form of income support;

or

- a copy of a statement or document from Centrelink (showing date of issue) which verifies that you are currently receiving Mobility Allowance;

or

- evidence that you have received sales tax or GST exemption instead of Mobility Allowance over the previous 2 years.

If you are aged 65 or over, you must **ALSO** provide, in addition to the above, evidence that you are currently in paid employment for at least 8 hours per week. This can be a copy of a statement from your employer (showing date of statement) or a recent pay slip. If you are self employed you will need to provide a Statutory Declaration confirming this, plus proof of earnings.

What about my privacy?

Information provided in your application is protected by the Freedom of Information Act 1982 and the Privacy Act 1988. PQ Lifestyles is obliged to ensure that your personal records are kept in a secure place and are not misused. You should note, however, that in signing the application form you agree to have your personal details provided to another CAAS Agency, any agency authorised to supply or dispatch goods under CAAS or to the Commonwealth.

Where can I get more information?

For more information on CAAS you, or someone on your behalf, can contact:

PQ Lifestyles
PO Box 2082
Milton QLD 4064
Ph: 1300 366 455

or

The Department of Health and
Aged Care
GPO Box 9848
Canberra ACT 2601
Ph: 1800 807 487 (freecall)

Additional guidelines for Health Professionals

What is the role of the Health Professional in the CAAS application process?

Applicants for CAAS assistance are required to obtain an assessment from an appropriate Health Professional. If the Health Professional considers that the applicant satisfies the medical eligibility criteria for CAAS, he or she will need to complete **Section 2** of the attached CAAS application form for the applicant. When applying for CAAS, the applicant is required to forward the completed Section 2, along with completed Section 1 and supporting documentation, to PQ Lifestyles.

Which Health Professional can complete Section 2?

The Health Professional completing Section 2 of the CAAS application form should only do so if they are in the position to make an accurate assessment of the applicant in relation to their incontinence, and the cause of this incontinence. The Health Professional may be the applicant's general practitioner, medical specialist, continence nurse, community nurse, physiotherapist or an occupational therapist.

What the Health Professional is required to assess

The Health Professional is required to assess whether the applicant meets the eligibility criteria for CAAS in terms of their incontinence and health condition. **The criteria for eligibility are outlined on the first page of the Application Guidelines.** Conditions specifically excluded for the purposes of CAAS eligibility are also outlined under 'Who is not eligible for CAAS?'

Applicants are only eligible if they are assessed to have permanent and ongoing loss of bladder or bowel function (that is, incontinence) due **directly** to a permanent neurological condition or permanent and severe intellectual impairment. Examples of some of the main types of eligible health conditions that may result in permanent incontinence are:

- diseases of the nervous system — such as Paralysis — non-traumatic (Paraplegia and Quadriplegia), Multiple Sclerosis, Cerebral Palsy, Muscular Dystrophy, Parkinson's Disease, Huntington's Disease and Motor Neurone Disease;
- congenital malformations, such as Spina Bifida, severe Down's Syndrome, chromosomal abnormalities;
- Spinal Cord Injury (resulting in Paraplegia or Quadriplegia) or Acquired Brain Injury;
- neurological damage due to HIV/AIDS, Diabetes or Cerebrovascular Disease; and
- other neurological conditions or a severe intellectual impairment may also be considered eligible IF they have resulted directly in permanent and ongoing incontinence.

Applicants with conditions such as stress incontinence, incontinence as a result of surgery (eg, prostate surgery) or as a result of medication necessary for a medical condition are NOT eligible for CAAS assistance. In addition, those applicants with incontinence resulting directly from cancer, or with incontinence alone, are NOT eligible.

Personal Particulars

(To be completed by the applicant)

Applicants should read the attached Application Guidelines before completing this form

Information provided on this form may be used or disclosed by the Commonwealth Department of Health and Aged Care, PQ Lifestyles, Health Services Australia, and/or any other contractor or agency authorised to supply or dispatch goods under the Continence Aids Assistance Scheme.

Please print

- 1 First name
- 2 Family or surname
- 3 Telephone contact number
- 4 Home address

 State Postcode
- 5 Delivery address (if different from home address)

 State Postcode
- 6 Date of birth (dd/mm/yyyy)
- 7 ☐ Male ☐ Female
- 8 Are you of Aboriginal or Torres Strait Islander origin?
For persons of both Aboriginal and Torres Strait Islander origin, tick both Yes boxes.
☐ No ☐ Yes, Aboriginal ☐ Yes, Torres Strait Islander
- 9 In which country were you born? *Please specify*
☐ Australia ☐ Other →
- 10 Are you currently in receipt of a Pension or Income Support Benefit from Centrelink or from the Department of Veterans' Affairs (eg, Disability Support Pension, Age Pension or equivalent)?
Note: Mobility Allowance is not considered a Pension or Income Benefit
☐ Yes ☐ No → IF NO, GO TO QUESTION 12

- 11** Which pension or income benefit do you currently receive?
Note: You will need to provide some proof of this as part of your CAAS application
 Please tick appropriate box
- ☐ Disability Support Pension (full pension)
☐ Disability Support Pension (part pension)
☐ Age Pension (full pension)
☐ Age Pension (part pension)
☐ Department of Veterans' Affairs Service Pension
☐ Other government pension or benefit (eg, unemployment related benefits)
☐ Don't know
- 12** Do you currently receive Mobility Allowance from Centrelink or have you received a tax exemption instead of Mobility Allowance over the past 2 years?
Note: You will need to provide some proof of this as part of your CAAS application
 Please tick appropriate box
- ☐ Yes ☐ No ☐ Don't know
- 13** Are you currently working in paid employment?
☐ Yes ☐ No → IF NO, GO TO QUESTION 15
- 14** How many hours on average do you work in paid employment per week?
Note: If aged 65 years or over you will need to provide some proof that you are working 8 hours or more per week
 Please specify average number of hours worked for pay in a week
- Hours per week
- 15** Name of a person who may place orders for CAAS aids on your behalf (if applicable)
 Please print
-

16 Declaration

I declare to the best of my knowledge that the information provided in this form and any attachments to this form are correct.

Signature of applicant
 (or person who can make decisions on your behalf)

Date

 / /

IMPORTANT: CHECKLIST BEFORE MAILING CAAS APPLICATION TO PQ LIFESTYLES

Have you included the following:

1. The completed Section 1 of the CAAS application form (signed and dated by you or someone on your behalf).
2. The completed Section 2 of the CAAS application form (signed and dated by a Health Professional).
3. A copy of the appropriate documents as proof of eligibility.

Health report

(To be completed by an appropriate Health Professional)

Health Professionals should read the attached Application Guidelines regarding eligibility criteria for CAAS before completing this form

Information provided on this form may be used or disclosed by the Commonwealth Department of Health and Aged Care, PQ Lifestyles, Health Services Australia, and/or any other contractor or agency authorised to supply or dispatch goods under the Continence Aids Assistance Scheme.

Please print

1 Applicant's name

First name

Family or surname

2 Name of Health Professional

First name

Family or surname

3 Telephone contact number

4 Fax number

5 Address

<input type="text"/>		
<input type="text"/>		<input type="text"/>
State		Postcode

6 Which health profession do you belong to?

Please tick the appropriate box

- ☐ Medical practitioner (general)
- ☐ Medical practitioner (specialist)
- ☐ Nursing professional
- ☐ Occupational therapist
- ☐ Physiotherapist

Please specify

☐ Other →

- 7 Does the applicant have **permanent and ongoing** incontinence as a **direct result** of a neurological condition or severe intellectual impairment AND meet the other health related criteria for CAAS as set out in the 'Application Guidelines for CAAS'?

Please ensure that you have read the guidelines carefully and clearly understand the health related criteria before responding. If in doubt contact PQ Lifestyles on 1300 366 455 for advice.

☐ Yes → IF YES, GO TO QUESTION 8

☐ No → **As the applicant does not meet the eligibility criteria for CAAS you should not complete or sign this application form on their behalf.**

- 8 What is the health condition that is **primarily responsible** for the applicant's incontinence. *Please tick ONE box only to indicate the health condition which mainly results in the applicant's permanent incontinence*

- ☐ Paraplegia, Quadriplegia (non-traumatic)
☐ Multiple Sclerosis
☐ Cerebral Palsy
☐ Other diseases of the nervous system
☐ Spina Bifida or other congenital malformations
☐ Spinal Cord Injury or Acquired Brain Injury
☐ Severe Intellectual Impairment

☐ Other* → *Please specify*

*(*Before using the 'other' category please check the Application Guidelines for CAAS to ensure that the health condition meets the eligibility criteria. If in doubt contact PQ Lifestyles on 1300 366 455 for advice.)*

- 9 What is the nature of the applicant's incontinence?

- ☐ Urinary
☐ Bowel (faecal)
☐ Urinary and bowel (faecal)

10 **Declaration**

I declare to the best of my knowledge that the information provided in this form is correct.

Signature of Health Professional

Date

3 CAAS Data Dictionary Version 1.0

3.1 Format

The format used to present data definitions is consistent with the format used in the *National Community Services Data Dictionary*, the *National Health Data Dictionary* and data dictionaries in related areas (such as HACC and ACAP). It is primarily based on the international standards for defining data elements issued by the International Organisation for Standardisation and the International Electrotechnical Commission ISO/IEC Standard 11179 Specification and Standardisation of Data Elements.

The data element template used as the framework for each data element definition is designed to prompt answers to a range of standard questions about each piece of information. Table 1 describes the specific questions that the fields in the template are designed to answer. Definitions for each of the data element attributes used in Version 1.0 are provided in Appendix A.

3.2 Content

There are two distinct types of data definitions included in the Data Dictionary. These are *data concepts* and *data elements*. The CAAS Data Dictionary contains definitions for a total of 5 data concepts and 28 data elements.

Data concepts are included to clarify the concepts underpinning related data elements within the Data Dictionary. They have no reporting requirement, but define the higher level concepts that many of the individual data elements describe. Dictionary entries for data concepts are presented in a more limited format than other data elements. Data elements, on the other hand, specify particular pieces of information that need to be collected. As a result their definitions include coding options for how this information should be recorded.

Figure 1 lists all data concepts and data elements included in the CAAS Data Dictionary, and illustrates the main relationships between them. Note that it is a minimum data set – that is, it does not contain all data items necessary for the management of CAAS. For example, Home address and Postal address are not included as distinct data items. However, components of Home address (suburb/town/locality name, postcode and state) are included as they may provide information for reporting purposes (such as reporting on the geographic location of clients). Postal address is required more for administrative purposes than reporting purposes and is not included in the Data Dictionary.

Figure 2 illustrates how the data concepts and data elements relate to each other, in terms of information collection, and also how they relate to the processes involved in administering CAAS. As the source of information for most of the data elements is the application form, the focus of Figure 2 is on the application process.

Table 1: Template used for specification of data elements

Name			
<hr/>			
<i>Admin. status:</i>			
Identifying and definitional attributes			
<i>Data element type:</i>			
<i>Definition:</i>	What is it you want to know?		
<i>Context:</i>	Who wants to know it and why?		
Relational and representational attributes			
<i>Datatype:</i>	<i>Representational form:</i>		
<i>Field size:</i>	<i>Min:</i>	<i>Max:</i>	<i>Representational layout:</i>
<i>Data domain:</i>	What is the range of possible answers?		
<i>Guide for use:</i>	Which one of the possible answers should I choose?		
<i>Collection methods:</i>	How and when should this information be obtained?		
<i>Related data:</i>	What other information is connected to this information?		
Administrative attributes			
<i>Source document:</i>	Where does it originate		
<i>Source organisation:</i>	What organisation is responsible for originating the data item		
<i>Comments:</i>	What else do I need to know to understand this definition?		

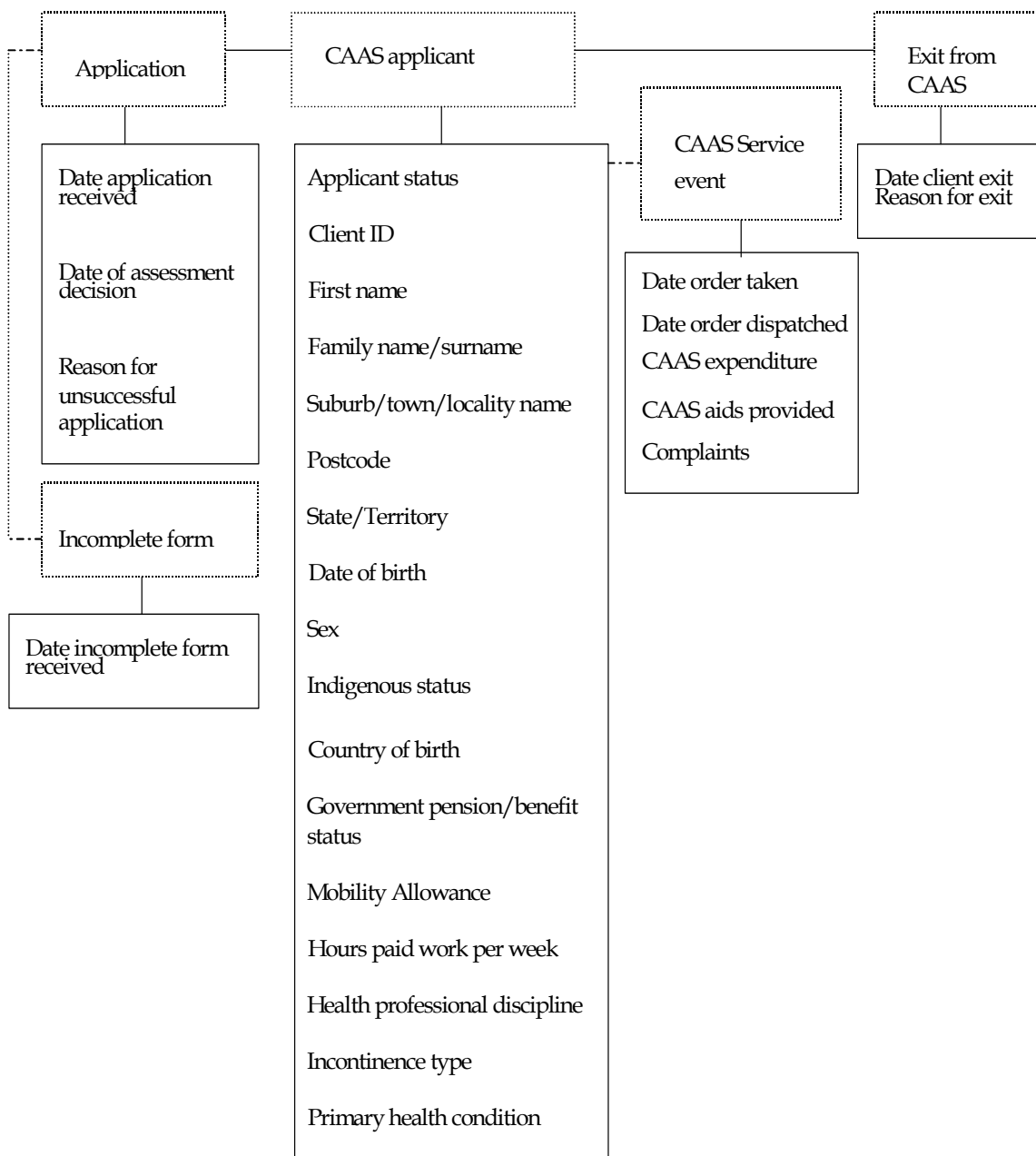
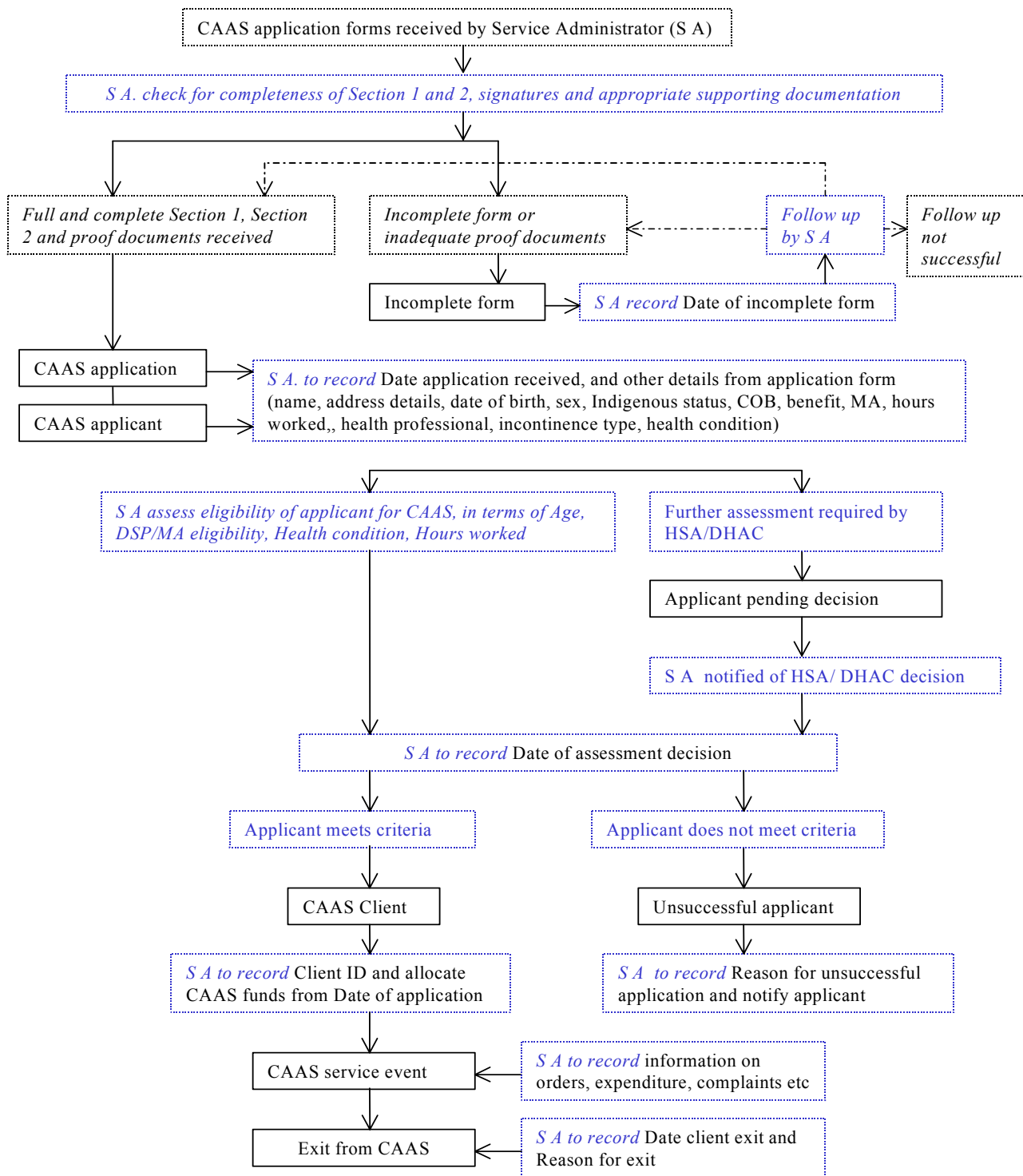


Figure 1: CAAS data model listing data concepts and data elements described in the CAAS data dictionary



Note: In the Figure 'S A' denotes Service Administrator

Figure 2: CAAS processes and their relationship to data concepts and data elements described in the CAAS data dictionary

3.3 Data definitions

The following section contains definitions of individual data elements and data concepts included in the CAAS Data Dictionary Version 1.0. They are presented in order of the data model, with data concepts first, followed by data elements.

Wherever possible, care has been taken to maintain comparability and consistency with national standards and data elements in related collections. Those of most relevance are:

- ABS standards
- *National Community Services Data Dictionary* (NCSDD Version 2.0)
- *National Health Data Dictionary* (NHDD Version 9.0)
- *Aged Care Assessment Program Data Dictionary* (ACAP DD Version 1.0)
- Community Aged Care Packages (CACP) Draft data items;
- Commonwealth/State Disability Agreement (CSDA) data items and data definitions; and
- Home and Community Care Minimum Data Set (HACC MDS Version 1.0)

3.4 List of data items

Data concepts:

Application
Incomplete form
CAAS applicant
CAAS service event
Exit from CAAS

Data elements:

Date application received
Date of assessment decision
Reason for unsuccessful application

Date incomplete form received

Applicant status
Client ID
First name
Family name/surname
Suburb/town/locality name
Postcode
State/Territory
Date of birth
Sex
Indigenous status
Country of birth
Government pension/benefit status
Mobility allowance
Hours paid work per week
Health professional discipline
Incontinence type
Primary health condition

Date order taken
Date order dispatched
CAAS expenditure
CAAS aids provided
Complaints

Date client exit
Reason for exit

Application

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: A fully completed and signed CAAS application form, including Section 1, Section 2 and appropriate proof of eligibility, received by the Service Administrator.

Context: To enable a proper assessment of CAAS eligibility and to manage the requirements under CAAS for the client, a full and complete application form is required. Applicants for CAAS may provide incomplete information to the Service Administrator. These should not be considered as applications until all the relevant information is provided. The date of receipt of a fully completed CAAS application is the date on which successful applicants become CAAS clients and the date from which the amount allocated to the client is calculated under CAAS.

Relational attributes

Related data: Related to Incomplete form and CAAS applicant

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Incomplete form

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: A CAAS application form, received by the Service Administrator, which is NOT fully completed and/or signed and/or without appropriate proof of eligibility.

Context: Applicants for CAAS may provide incomplete information to the Service Administrator. These forms should not be considered as Applications until all the relevant information is provided.

The data concept 'Incomplete form' is required largely for the purposes of reporting and refining Application guidelines. Information on the number of incomplete forms received may provide a means of monitoring the clarity of the application guidelines for CAAS.

Relational attributes

Related data: Related to Application

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments: Incomplete forms will become Applications as soon as the missing information, signatures or supporting documentation is provided (regardless of whether or not the applicant satisfies the eligibility criteria). Some incomplete forms will not become Applications, however, if people do not complete them or provide appropriate supporting documentation.

CAAS Applicant

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: A person who has applied for assistance under the Continence Aids Assistance Scheme (CAAS) by providing a full and complete Application to the Service Administrator.

Context: The concept of a CAAS applicant is fundamental to the CAAS data collection. Information relating to successful CAAS applicants (or CAAS clients) is required for funding and reporting purposes. Information on unsuccessful applicants and ex-clients may prove useful in forward planning for the program.

Relational attributes

Related data: Related to the data concepts Application and Exit from CAAS and data element Applicant status.

Administrative attributes

Source document: Developed for the CAAS Data Dictionary

Source organisation: Australian Institute of Health and Welfare

Comments: NOTE: A person is not considered an applicant if they have provided only a partially completed CAAS application form (i.e. an Incomplete form) to the Service Administrator.

CAAS service event

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: The provision of assistance to a client under CAAS.

Context: Under their CAAS contract, the Service Administrator is required to provide a particular service to CAAS clients. They are also required to monitor clients' usage of CAAS, the aids ordered by clients, dispatch times and complaints. The Service Administrator is required to report this information on a regular basis to DHAC.

Relational attributes

Related data: Qualified by Applicant status
Related to Date order taken, date order dispatched

Administrative attributes

Source document: Developed for the CAAS Data Dictionary

Source organisation: Australian Institute of Health and Welfare

Comments: Assessment of application is not considered a service event as the applicant is not yet a client of CAAS. Service event is only applicable to those people who are CAAS clients.

Exit from CAAS

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA CONCEPT

Definition: When a CAAS client ceases to be counted as a CAAS client and therefore ceases to be eligible for assistance under CAAS.

Context: Individuals may cease to be eligible for CAAS for a number of reasons, such as:

- they reach 65 years of age and are not working;
- they have a change in their circumstances (for example they become classified as 'high care' in an aged care home);
- they die;
- they leave Australia permanently; or
- they no longer access CAAS or do not contact the Service Administrator for an extended period of time (for example, 12 months or more).

For reporting and accounting purposes these individuals should not be counted as CAAS clients despite the fact that they may still have a record on the information system. They have exited the CAAS and are therefore considered to be 'ex-clients'.

Relational attributes

Related data: Related to Date of client exit and Reason for exit

Administrative attributes

Source document: Developed for the CAAS Data Dictionary

Source organisation: Australian Institute of Health and Welfare

Comments:

Date application received

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which a fully completed and signed CAAS application form (Section 1 and Section 2), with appropriate supporting proof documentation, is received by the Service Administrator.

Context: As of June 2001, for successful applicants, the CAAS subsidy will be backdated to the date that a full application is received by the Service Administrator. This will be the date that the successful applicant for CAAS becomes a 'client'.
Therefore, for management and reporting purposes, recording of this date is necessary.

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: For consistency with other relevant collections this data element should be recorded as a 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, a zero should be used to ensure that the date contains the required 8 digits. For example, for an application received on 1 July 2001, the Date application received should be recorded as 01072001.

The date may be the same as Date of assessment decision if there is no other action required by the Service Administrator to determine applicant's eligibility, such as referral to Health Services Australia or DHAC.

Where Date of assessment decision is different to Date application received the CAAS subsidy will still be backdated to the Date application received (ie the date the fully completed application was received initially, and not the date of Health Services Australia's or DHAC's assessment decision.

Collection methods: This should be recorded on receipt of each full and complete CAAS application form regardless of whether the application is successful or not or whether the application is then referred to

Health Services Australia or DHAC for assessment.

The date should not be recorded until the full application and appropriate supporting proof is received by the Service Administrator.

Related data:

Related to the concept Application

Used in conjunction with CAAS client status and Date of assessment decision

Administrative attributes

Source document:

Developed for the CAAS Data Dictionary Version 1.0

Source organisation:

Australian Institute of Health and Welfare

Comments:

Date of assessment decision

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which the Service Administrator makes the decision regarding the eligibility of an applicant for CAAS.

Context: This date is required for both accounting and management purposes. For many applications the Date of assessment decision will be the same as Date application received.

However, as some applications are referred to Health Services Australia or DHAC for assessment, both dates need to be recorded.

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: For consistency with other relevant collections this data element should 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, a zero should be used to ensure that the date contains the required 8 digits. For example, for an application received on 1 July 2001, the Date application received should be recorded as 01072001.

The Date of assessment decision may be the same as Date application received if there is no other action required by the Service Administrator to determine applicant's eligibility, such as referral to Health Services Australia or DHAC.

However, as some applications are referred to Health Services Australia or DHAC for assessment, both dates need to be recorded. Those applicants whose application is referred are not counted as CAAS clients until a decision is made as to their eligibility. This may take weeks and cross over reporting periods. Their Applicant status is coded as 1 (i.e. Applicant pending decision) until a decision is made. Once the decision is made, the applicant, if successful, will become a CAAS

Client (Applicant status coded as 3) with the date of this backdated to the Date application received.

Where Date of assessment decision is different from Date application received the CAAS subsidy will be backdated to the Date application received (i.e. the date the fully completed application was received initially, and not the date of Health Services Australia's or DHAC's assessment decision).

Collection methods: This should be recorded for each full and complete CAAS application form received by the Service Administrator regardless of whether the application is successful or not or whether the application is then referred to Health Services Australia or DHAC.

The date should not be recorded until a decision regarding the outcome of the CAAS application is known by the Service Administrator. This may be when the Service Administrator has made the assessment or when they have received notification of the assessment from Health Services Australia or DHAC.

Related data: Related to Application

Used in conjunction with Applicant status, Date application received

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Reason for unsuccessful application

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The reason why a person's application for CAAS is rejected or unsuccessful.

Context: This data element provides information on the reasons why unsuccessful applicants to CAAS are considered ineligible to receive assistance.

This information may assist in determining how CAAS criteria could be clarified in order to deter ineligible people from applying. It may also provide information on people who do not meet the eligibility criteria for CAAS but who require similar assistance to that provided by CAAS. This may assist in future planning for CAAS.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

- 1 Does not meet age criteria
- 2 Does not meet health condition criteria
- 3 Does not meet other eligibility criteria (e.g. not in receipt of DSP or MA or working 8 hours or more)
- 4 No funds available to take on new clients at time of application
- 5 Other
- 9 Not stated/inadequately described

Guide for use: More than one code may be applicable and coded. For example an applicant may be both over 64 years of age and not working 8 hours or more. Therefore they are ineligible for CAAS assistance.

Codes 1 to 9 should only be coded for those applicants who are 'Unsuccessful applicants'.

Collection methods: To be recorded only for unsuccessful applicants, when a decision is made regarding the applicant's eligibility for

CAAS. This will be on receipt of the application and, for those applications forwarded to Health Services Australia, on receipt of a decision from Health Services Australia.

To be recorded for all unsuccessful applicants.

Related data: Is qualified by Applicant status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Date incomplete form received

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date on which an Incomplete form is received by the Service Administrator.

Context: Date incomplete form received is important for reporting purposes. DHAC require information to be recorded on the number of incomplete CAAS application forms received within a specified reporting period. This information may assist them in determining the clarity of the application guidelines for CAAS. To enable a count to be undertaken within a period, the date of receipt of incomplete forms needs to be recorded.

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: For consistency with other relevant collections this data element should be recorded as a 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, a zero should be used to ensure that the date contains the required 8 digits. For example, for an application received on 1 July 2001, the Date application received should be recorded as 01072001.

The CAAS form may be incomplete due to missing information, missing signature(s), missing sections, or inadequate supporting documentation.

Collection methods: This should be recorded on receipt of each Incomplete form.

Related data: Related to the concept Incomplete form.

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Applicant status

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The status of a CAAS applicant who has a record on the Service Administrator's information system.

Context: Only CAAS clients can access CAAS assistance. However, information on unsuccessful applicants, applicants awaiting an assessment decision and ex-clients is also collected and held on the Service Administrator's information system.

For management, accounting and reporting purposes it is necessary to determine whether a person on the Service Administrator's information system is a current CAAS client, an unsuccessful applicant, an applicant pending a decision or an ex-client.

Information on applicants is required to gain an understanding of those who are applying unsuccessfully for CAAS. This may help to determine how the criteria may be clarified in order to deter ineligible people from applying. It may also provide information on the needs of people who do not meet the eligibility criteria for CAAS but who require similar assistance to that provided by CAAS.

Ex-clients records are retained on the Service Administrator's information system for a period of time (until the system is purged). As a result it is necessary to identify that they are ex-clients rather than current clients, for both CAAS management and reporting.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. Applicant pending decision
2. Unsuccessful applicant
3. CAAS client
4. Ex-client

Guide for use:

- 1 **Applicant pending decision:** A person who has provided a fully completed CAAS application form to the Service Administrator, including the appropriate supporting documentation and proof of eligibility, who is awaiting a decision on acceptance to the scheme. This will usually be in circumstances where the application has been forwarded to Health Services Australia or to DHAC for clarification on eligibility of the stated health condition or other criteria. As the applicant is neither rejected or accepted at that point they are not a 'CAAS client' or 'unsuccessful applicant'. Once the Service Administrator is notified of a decision the applicant will then become either a 'CAAS client' or 'unsuccessful applicant'.
- 2 **Unsuccessful applicant:** A person who has provided a fully completed CAAS application form to the Service Administrator, including the appropriate supporting documentation and proof of eligibility, and who has been determined by the Service Administrator or Health Services Australia or DHAC to be *ineligible* for assistance under CAAS.
- 3 **CAAS client:** A person who has provided a fully completed CAAS application form to the Service Administrator, including the appropriate supporting documentation and proof of eligibility, and who has been determined by the Service Administrator or Health Services Australia or DHAC to be *eligible* for CAAS.

Under current program guidelines, to be eligible for assistance under CAAS, a person **MUST:**

- have permanent loss of bladder and/or bowel function (that is, incontinence) due directly to a permanent neurological condition or severe intellectual impairment;

AND

- be aged between 16 and 64 years of age

OR

- aged 65 years or over AND working in paid employment at least 8 hours per week;

AND

- be eligible for Disability Support Pension (regardless of the actual pension received)

OR

- eligible for Mobility Allowance or in receipt of the equivalent Sales Tax Exemption or GST Exemption on a vehicle;

AND MUST NOT

- be a high care resident in a Commonwealth-funded aged care home;

OR

- be eligible for assistance with continence aids under the Rehabilitation Appliances Program available through the Department of Veterans' Affairs

OR

- be eligible for assistance from the Stoma Appliance Scheme.

Examples of the main types of eligible health conditions that result in permanent incontinence are:

- Diseases of the nervous system-such as Paralysis-non traumatic (paraplegia and quadriplegia), multiple sclerosis, cerebral palsy, muscular dystrophy, Parkinson's disease, Huntington's disease and motor neurone disease;
- Congenital malformations, such as spina bifida, severe Down syndrome, chromosomal abnormalities;
- Spinal cord injury (resulting in paraplegia or quadriplegia) or acquired brain injury;
- Neurological damage due to HIV/ AIDS, diabetes or cerebrovascular disease; and
- Other neurological conditions or a severe intellectual impairment may also be considered eligible IF they have resulted directly in permanent and ongoing incontinence.

For the purposes of CAAS, the following types of incontinence are **NOT** eligible:

- stress incontinence;
- intermittent incontinence;
- incontinence that can be treated with an existing treatment regime;

- incontinence which is treatable by medication or surgery;
- incontinence resulting directly from surgery;
- incontinence resulting directly from medication; or
- incontinence resulting directly from particular diseases such as prostate, bowel or bladder cancer.

Note: It is important to note that the exclusions listed above do not refer to situations where surgery or the disease has resulted in a neurological condition which, in turn, has directly resulted in permanent incontinence. In these circumstances the incontinence would not be attributed directly to the surgery or the disease, but to the neurological condition resulting from the surgery or disease.

- 4 **Ex-client:** A person who was once a CAAS client but who is currently not considered a CAAS client as a result of any of the reasons listed under 'Reason for client exit'.

Collection methods: Information to be recorded on receipt of a full and complete CAAS application form and at other critical points where the status of the person changes. For example, when the Service Administrator is notified of an applicant's eligibility by Health Services Australia or DHAC, or on a client's exit from CAAS.

On receipt of an application a person will either be coded as an 'unsuccessful applicant', 'CAAS client' or, if Health Services Australia or DHAC assessment is required, as an 'Applicant pending decision'. When the assessment decision is made by Health Services Australia or DHAC, the person's status will change to either 'unsuccessful applicant' or 'CAAS client'. When the person has exited CAAS for any reason listed under 'Reason for exit' his or her status will change and they should be coded as 'ex-client'. These ex-clients should eventually be removed from the current information system in regular system purges, and their information archived.

Related data: Qualifies the data elements Client ID, Reason for unsuccessful application and the data concepts CAAS service event and Exit from CAAS.

Is qualified by the concept Application.

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

<i>Source organisation:</i>	Australian Institute of Health and Welfare
<i>Comments:</i>	<p>For reporting and administrative purposes 'CAAS clients' can be categorised in various ways. For example, for reporting purposes they can be split into 'new clients' and 'existing clients', depending on the date of application (i.e. the date from which they are considered to be a CAAS client).</p> <p>'CAAS client' may also be expanded to include codes for information management purposes (for example, to include codes for 'suspended client' and 're-activated client').</p> <p>'Suspended client' may be used as a flag to the Service Administrator's call centre that some information is required to be updated before processing any further orders for the client. Once this is updated the client may be 're-activated'.</p> <p>NOTE: The Service Administrator's information system will be purged of ex-clients and unsuccessful applicants on a regular basis (say every 2 years) to keep records up to date.</p>

Client ID

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: This is the number assigned by the Service Administrator to uniquely identify each new client registered as eligible for assistance under CAAS.

Context: The Client ID is required to uniquely identify CAAS clients to manage their assistance under CAAS. It also enables CAAS clients who request assistance to be quickly and uniquely identified by the Service Administrator and for their record to be readily obtained. Therefore, it can facilitate a faster and more accurate service to CAAS clients.

Relational and representational attributes

Datatype: To be determined by the Service Administrator *Representational form:* CODE

Field size: *Min:* *Max:* *Representational layout:*

Data domain: To be determined by the Service Administrator

Guide for use: Each client should have only one Client ID for CAAS. Each Client ID should be unique (i.e. no two CAAS clients should have the same Client ID).

Every CAAS client and ex-client with a record on the Service Administrator's information system should have a Client ID.

Collection methods: Client ID is only to be recorded for CAAS clients. 'Applicants pending decision' and 'Unsuccessful applicants' should NOT have a Client ID.

Client ID should be assigned to the CAAS client on approval of the application for CAAS.

Related data: Is qualified by Applicant status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

The actual construct of the ID is to be determined by the Service Administrator.

First given name

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The name given to a person (also known as Christian name) which is that person's identifying name within the family group, or the name by which the person is uniquely socially identified.

Context: First name is required to assist in the unique identification of CAAS applicants.

If reported and recorded consistently, First given name can be used in conjunction with other data elements to derive a statistical linkage key that is consistent with other related data collections such as HACC, ACAP and CSDA. The statistical linkage key can be derived from a combination of selected letters of the First given name (2nd and 3rd), selected letters of Family name/Surname (2nd, 3rd and 5th), Date of Birth, Sex.

Relational and representational attributes

Datatype: Alphabetic *Representational form:* TEXT

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

Data domain: (Name)

Guide for use: At times a person may be known by many names. Where uncertainty exists, clarification should be sought from the applicant. The name recorded on the proof documentation may assist in providing clarification.

Collection methods: The First given name should be recorded for all CAAS applicants on receipt of a fully completed and signed Application.

To minimise discrepancies in the recording and reporting of name information, only the person's full (formal) First given name should be recorded and reported. These may be different from the name that the person may prefer to use in personal dealings.

First given name may be able to be verified from supporting documentation provided (e.g. evidence of benefit).

Related data: Is used in conjunction with the data element Family name/surname
May also be used in conjunction with Date of birth and Sex

Administrative attributes

Source document: National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments:

Family name/surname

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The name a person has in common with other members of her/his family, as distinguished from her/his first name.

Context: Family name/surname is required to assist in the unique identification of CAAS applicants.

If recorded consistently, Family name/surname can be used to derive a statistical linkage key that is consistent with other related data collections such as HACC, ACAP and CSDA. The statistical linkage key can be derived from a combination of selected letters of the First given name (2nd and 3rd), selected letters of Family name/Surname (2nd, 3rd and 5th), Date of Birth, Sex.

Relational and representational attributes

Datatype: Alphabetic *Representational form:* CODE

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

Data domain: (Name)

Guide for use: At times a person may be known by many names. Where uncertainty exists, clarification should be sought from the applicant. The name recorded on the proof documentation may assist in providing clarification.

Collection methods: The Family name/surname should be recorded for all CAAS applicants on receipt of a fully completed and signed Application.

To minimise discrepancies in the recording and reporting of name information, only the person's full (formal) Family name/surname should be recorded and reported. This may be different from the name that the person may prefer to use in personal dealings.

Family name/surname may be able to be verified from supporting documentation provided (e.g. evidence of benefit).

Related data: Is used in conjunction with the data element First given name
May also be used in conjunction with Date of birth and Sex

Administrative attributes

Source document: National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments:

Suburb/town/locality name

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The name of the geographic area in which the person lives.

Context: In conjunction with the data element Postcode, the data element Suburb/town/locality name describes the geographic location of the residence of an applicant. Geographic location is important in the analysis of the spatial distribution of clients and other applicants.

Suburb/town/locality name together with Postcode is used to derive the Statistical Local Area (SLA) in which the person lives. SLAs are the basic building blocks of the Australian Standard Geographical Classification (ASGC) and of Commonwealth government planning regions.

Relational and representational attributes

Datatype: Alphabetic *Representational form:* Text

Field size: *Min:* 1 *Max:* 40 *Representational layout:* AAAAAA....

Data domain: Valid Australian suburb, town or locality name.

Guide for use: This data element records the name of the suburb or town/city or locality in which the person usually lives. It may be a town, city or suburb or commonly used location name such as a large agricultural property or Aboriginal community.

Collection methods: The data element should be recorded for all CAAS Applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source for this data element is Question 4 (Home Address) from Section 1 of the CAAS application form.

Related data: Used in conjunction with Postcode

Administrative attributes

Source document: National Community Services Data Dictionary Version 2 2000

Source organisation: National Community Services Data Committee

Comments:

Postcode

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The postal code for the geographic location of the person's residence.

Context: In conjunction with the data element Suburb/town/locality name, Postcode describes the geographic location of the residence of an applicant. Geographic location is important in the analysis of the spatial distribution of clients and other CAAS applicants.

Suburb/town/locality together with Postcode is used to derive the Statistical Local Area (SLA) in which the person lives. SLAs are the basic building blocks of the Australian Standard Geographical Classification (ASGC) and of Commonwealth government planning regions.

Relational and representational attributes

Datatype: Numeric *Representational form:* NUMERIC

Field size: *Min:* 4 *Max:* 4 *Representational layout:* NNNN

Data domain: Valid Australia Post postal code.

Guide for use: This data element records the name of the postcode for the address at which the person usually lives.

Collection methods: The data element should be recorded for all CAAS Applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source for this data element is Question 4 (Home Address) from Section 1 of the CAAS application form.

Related data: Used in conjunction with Suburb/town/locality name

Administrative attributes

Source document: National Community Services Data Dictionary Version 2 2000

Source organisation: National Community Services Data Committee

Comments:

State/Territory

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The State/Territory in which the person lives.

Context: Distribution of CAAS clients by State/Territory is important for management of CAAS. the Service Administrator is also required to report to DHAC on CAAS clients' distribution by State/Territory.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. New South Wales
2. Victoria
3. Queensland
4. South Australia
5. Western Australia
6. Tasmania
7. Northern Territory
8. Australian Capital Territory
9. Other Territories (Cocos Keeling Islands, Christmas Island and Jervis Bay Territory)

Guide for use: The order presented here is the standard for the ABS. Other organisations (including the Australian Institute of Health and Welfare) publish data in State order based on population (ie WA before SA and ACT before NT).

Collection methods: The data element should be recorded for all CAAS Applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source for this data element is Question 4 (Home Address) from Section 1 of the CAAS application form.

Related data: Is related to the data elements Suburb/town/locality name and Postcode

Administrative attributes

Source document: Australian Bureau of Statistics: Australian Standard Geographical Classification, 1998, ABS Catalogue No. 1216.0
National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments:

Date of birth

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date of birth of the person.

Context: This data element is required to establish eligibility for CAAS. CAAS clients must be aged between 16 and 64 years of age, or 65 and over and working in paid work for at least 8 hours per week.

Date of birth is used in conjunction with Hours paid work per week to determine when a CAAS client is no longer eligible.

Date of birth is also used to derive age of clients for reporting purposes.

If recorded consistently, Date of birth can be used to derive a statistical linkage key that is consistent with other related data collections such as HACC, ACAP and CSDA. The statistical linkage key can be derived from a combination of selected letters of the First given name (2nd and 3rd), selected letters of Family name/Surname (2nd, 3rd and 5th), Date of Birth and Sex.

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: For consistency with other relevant collections this data element should 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, for a person born on 1 July 1967, their Date of birth would be reported as 01071967.

Collection methods: Date of birth should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator.

The source of the information is the CAAS application form. It may also be verified from proof documents provided with the application form.

Related data:

Related to the concept CAAS applicant and to the data elements Reason for unsuccessful application and Reason for exit.

Is used in conjunction with the data element Hours paid work per week.

May be used in conjunction with First given name, Family name/surname and Sex.

Administrative attributes

Source document: National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments:

Sex

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The biological sex of the person.

Context: The sex of the person is required for demographic analyses of CAAS applicants.

The data element Sex may also be used in conjunction with the data elements First given name, Family name/surname and Date of birth for statistical record linkage purposes.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. Male
2. Female

Guide for use: The sex to be recorded is based on the sex nominated by the person. 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.

Collection methods: Sex should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source of the information is the CAAS application form. It may also be verified from proof documents provided with the application form.

Related data: May be used in conjunction with First given name, Family name/surname and Date of birth.

Administrative attributes

Source document: National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments: The Australian Bureau of Statistics (ABS) advises that the correct term for this data element is 'sex'. The term 'sex' refers to the biological distinction between males and females. The

term 'gender' refers to the socially expected/perceived dimensions of behaviour associated with males and females-masculinity and femininity. Although the ABS makes a clear distinction between sex and gender, the ABS considers sex to be a reliable indicator of gender for those who wish to analyse data in terms of social and economic behaviour. ABS surveys only collect data on sex. The meaning, description and use of the concept is generally standard across all ABS data collections.

Indigenous status

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: Whether or not the person identifies themselves as being of Aboriginal and/or Torres Strait Islander descent.

Context: Australia's Aboriginal and Torres Strait Islander peoples occupy a unique place in Australian society and culture. The health disadvantage of Aboriginal and Torres Strait Islander people is also clearly recognised. In the current climate of reconciliation, accurate and consistent statistics about Aboriginal and Torres Strait Islander people and their usage of particular services, such as CAAS, are needed in order to plan, promote, monitor and deliver essential services.

This data element may also be useful in the analysis of CAAS utilisation rates for various population groups in the community. This may assist in future targeting of CAAS.

Relational and representational attributes

Datatype: Numeric *Representational form:* CODE

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

Data domain:

1. Aboriginal but not Torres Strait Islander origin
2. Torres Strait Islander but not Aboriginal origin
3. Aboriginal and Torres Strait Islander origin
4. Neither Aboriginal nor Torres Strait Islander origin
9. Not stated

Guide for use: This question refers to Australian Aboriginal and Torres Strait Islander peoples and not to people indigenous to other countries.

Code 9 should only be used when the applicant has not completed the question on the form relating to Indigenous status.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator.

The source of the information is the CAAS application form. Non-Indigenous status should not be taken as the default where there is no response to the question on the CAAS application form relating to Indigenous status.

Related data: May be related to data element Country of birth.

Administrative attributes

Source document: Australian Bureau of Statistics: Standard for Statistics on Cultural and Language Diversity, November 1999, ABS Catalogue No. 1289.0
National Community Services Data Dictionary Version 2, 2000

Source organisation: National Community Services Data Committee

Comments: The Australian Bureau of Statistics' current position is that South Sea Islanders are not Aboriginal or Torres Strait Islanders and should not be coded as such.

Country of birth

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The country in which the person was born.

Context: This data element may be analysed to give some indication of the utilisation of CAAS by culturally diverse members of the population.

This data element may also be useful in the analysis of CAAS utilisation rates for various population groups in the community. This may assist in future targeting of CAAS.

Relational and representational attributes

Datatype: Numeric *Representational form:* CODE

Field size: *Min:* 4 *Max:* 4 *Representational layout:* NNNN

Data domain: Standard Australian Classification of Countries 1998 4-digit (individual country) level, ABS Catalogue No. 1269.0 (refer to Appendix B).

Guide for use: Code 9999 should be used when the country of birth has not been supplied by the applicant, or where insufficient information has been supplied to code the data element.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source of the information is the CAAS application form.

Related data: May be related to the data element Indigenous status

Administrative attributes

Source document: Australian Bureau of Statistics: Standard Australian Classification of Countries, ABS Catalogue No. 1269.0, 1998
Australian Bureau of Statistics: Standards for Statistics on Cultural and Linguistic Diversity. ABS Catalogue No. 1289.0, 1999
National Community Services Data Dictionary, Version 2, 2000

Source organisation: National Community Services Data Committee

Comments: It may be sufficient for Country of birth to be recorded at the 2-digit level, rather than the 4-digit level. Whichever is used, the use of the ABS standard codes, as specified in the Standard Australian Classification of Countries, is recommended. This standard was published by the Australian Bureau of Statistics in June 1998. This is a revised version of the previous Australian Standard Classification of Countries for Social Statistics (ASCCSS).

Government pension/benefit status

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The type of income support payment that a person receives from the Commonwealth Government, in the form of a government pension or benefit.

Context: Government pension or benefit status can be used as an indicator of financial disadvantage.

In conjunction with Mobility Allowance, it may provide useful information for future targeting of the CAAS.

This data item should not be used to determine eligibility for CAAS. The criteria for CAAS specify that a client must be ELIGIBLE for the Disability Support Pension (*regardless of the Pension that he or she is actually receiving*), or eligible for Mobility Allowance or in receipt of the equivalent Sales Tax or GST exemption on a vehicle. This data item collects information on pension or benefit RECEIVED.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

0. No government pension or benefit
1. Disability Support Pension-full
2. Disability Support Pension-part
3. Age Pension-full
4. Age Pension-part
5. Veterans' Affairs Pension
6. Other government pension or benefit (not including Mobility Allowance) e.g. unemployment related benefits
9. Not stated/Inadequately described

Guide for use: This data element records information on whether or not an applicant is in RECEIPT of a government pension or benefit

and therefore should **not** be used to determine eligibility for CAAS. The eligibility criteria specify that a client must be ELIGIBLE for the Disability Support Pension (*regardless of the Pension that he or she is actually receiving*), or eligible for Mobility Allowance or in receipt of the equivalent Sales Tax or GST exemption on a vehicle.

Only one code should be recorded for each CAAS applicant. Code 0 should only be used where the applicant has clearly stated on their CAAS application that they are not in receipt of a government pension or benefit, and he or she has not provided proof documentation to the contrary.

Code 9 should only be used where the applicant has indicated that they 'don't know' the type of pension or benefit that they receive, and this cannot be determined from the proof documentation.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source of the information is the CAAS application form. Supporting proof documentation may also provide information for coding this data item by providing evidence of the type of pension/benefit received. If the information provided by the applicant differs from that provided by the proof documentation, this should be clarified with the applicant.

Related data: Is used in conjunction with Mobility Allowance.

Administrative attributes

Source document: HACC Data Dictionary Version 1.0, 1998

Source organisation: Australian Institute of Health and Welfare

Comments: Mobility allowance is not included in this data element as there is no means test applied as part of its eligibility criteria, and it is an allowance rather than a pension or benefit. A person may be in receipt of a Disability Support Pension and a Mobility Allowance.

Mobility allowance

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: Whether or not the person is in receipt of Mobility Allowance or equivalent from the Commonwealth Government.

Context: In conjunction with Government pension/benefit status, this data element may provide useful information for future targeting of the CAAS as Mobility Allowance is not means tested. A person may be in receipt of MA or the equivalent exemptions while not eligible for a pension or benefit.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. Not in receipt of MA or equivalent tax exemptions
2. In receipt of Mobility Allowance or in receipt of sales tax exemption or a goods and services tax exemption instead of MA for the past 2 years
9. Not stated/inadequately described

Guide for use: This data element records information on whether or not an applicant is in RECEIPT of Mobility Allowance or equivalent tax exemptions and therefore should **not** be used to determine eligibility for CAAS. The eligibility criteria specify that a client must be ELIGIBLE for the Disability Support Pension (*regardless of the Pension that he or she is actually receiving*), or eligible for Mobility Allowance or in receipt of the equivalent Sales Tax or GST exemption on a vehicle for the past 2 years.

Only one code should be recorded for each CAAS applicant.

Code 1 should only be used where the applicant has clearly stated on their CAAS application that they are not in receipt of Mobility Allowance or a tax exemption instead of Mobility Allowance over the past 2 years, and he or she has not provided proof documentation to the contrary.

Code 9 should only be used where the applicant has indicated that they 'don't know' whether or not they are in

receipt of Mobility Allowance and there is no proof documentation that assists in clarification.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The source of the information is the CAAS application form. Supporting proof documentation may also provide information for coding this data item by providing evidence of the type of receipt of Mobility Allowance. If the information provided by the applicant differs from that provided by the proof documentation, this should be clarified with the applicant.

Related data: Is used in conjunction with Government pension/benefit status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Hours paid work per week

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The average hours of paid work undertaken by a person in a 7 day week.

Context: To be eligible for CAAS an applicant who is aged 65 years or over must also be in paid employment for at least 8 hours per week. This data item records the hours of paid work per week that the client states they are undertaking on application to CAAS.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain: Total hours

Guide for use: 00 should be used where the applicant is not currently working in paid employment.

99 should be coded where the applicant has indicated that they are in paid employment but has not provided details about the number of hours worked.

Hours should be expressed as a whole number (for example: 00, 08, 72).

Volunteer work should not be included.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The primary source of the information is the CAAS application form. Supporting proof documentation may also provide information for coding this data item by providing evidence of the hours worked (for those applicants aged 65 years and over). If the information provided by the applicant differs from that provided by the proof documentation, this should be clarified with the applicant.

Related data: Is used in conjunction with Date of birth

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments: The work status of CAAS clients may change over time. This data item will not reflect that change as it is collected at the time of application to CAAS. The 'Reason for client exit' data item should be used to indicate if the hours worked by a client change to make that client no longer eligible for CAAS.

Health professional discipline

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The discipline of the professional person who has the appropriate expertise to assess an individual for CAAS eligibility in relation to their continence condition.

Context: Acceptance to CAAS relies heavily on the assessment by an appropriate health professional that an applicant has an eligible health condition AND is also eligible in terms of permanent incontinence as a direct result of that health condition. The same Health Professional also reports on the 'health condition' of the applicant on the CAAS application form.

An applicant to CAAS must get a Health Professional to complete Section 2 of the CAAS application form. They must provide this to the Service Administrator, along with Section 1 and relevant proof of eligibility.

Information on the Health Professional discipline will provide information on who in the main is undertaking the assessments of applicants, upon which the CAAS application relies heavily. It may also help determine how best to provide information on CAAS, and its eligibility requirements, to these professionals.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

- 1 Medical practitioners-general
- 2 Medical practitioner-specialist
- 3 Nursing professional
- 4 Health professional-occupational therapist
- 5 Health professional-physiotherapist
- 6 Other health professional
- 9 Not stated/Inadequately described

Guide for use: Nursing professional includes continence nurses.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The primary source of the information is the CAAS application form (Section 2). The discipline is self-reported.

Related data: Is related to Primary health condition

Administrative attributes

Source document: ACAP Data Dictionary Version 1.0
ABS Australian Standard Classification of Occupations,
Second Edition, 1997, ABS Cat No. 1220.0

Source organisation: Australian Institute of Health and Welfare

Comments: Note that Social Workers cannot make a determination on health condition for the purposes of CAAS eligibility.

Incontinence type

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The type of incontinence experienced by the person.

Context: The type of incontinence experienced by CAAS clients may be used in analyses of purchase patterns.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. Urinary
2. Bowel
3. Urinary and Bowel
9. Not stated/inadequately described

Guide for use:

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The primary source of the information is the CAAS application form (Section 2). Information is reported by the assessing health professional.

Related data:

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Primary health condition

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The main disease or disorder diagnosed as a health concern that has directly resulted in permanent and ongoing incontinence.

Context: The underlying health condition of CAAS clients is part of the reporting requirements of the Service Administrator. There is interest in knowing the characteristics of CAAS clients, including their health condition.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

1. Paraplegia, quadriplegia (non-traumatic)
2. Multiple sclerosis
3. Cerebral palsy
4. Other diseases of the nervous system
5. Spina bifida or other congenital malformations
6. Spinal cord injury or acquired brain injury
7. Severe intellectual impairment
8. Other

Guide for use: Only one health condition should be coded. Health professionals are required to code on the CAAS application form the main health condition that is primarily responsible for the applicant's permanent incontinence.

Code 8. 'Other' will generally only be an applicable code for those applicants who are not eligible for CAAS, due to ineligible health conditions.

Collection methods: This data element should be recorded for all CAAS applicants on receipt of a full and complete CAAS application form and supporting proof documentation by the Service Administrator. The primary source of the information is the

CAAS application form (Section 2). Information is reported by the assessing health professional.

Related data: May qualify Applicant status
Related to Reason for unsuccessful application

Administrative attributes

Source document: Extracted and modified from ACAP Data Dictionary
Version 1.0
ABS Disability, Ageing and Carers Survey 1998
International Statistical Classification of Diseases and Related Health Problems – 10th Revision – Australian Modification (ICD-10-AM)

Source organisation: Australian Institute of Health and Welfare

Comments: Health Services Australia provided advice to AIHW on eligible health conditions for CAAS and how these should be grouped.

Date order taken

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date when an order for continence goods is received by the Service Administrator from a client.

Context: The Service Administrator is required to report on average dispatch times to clients for CAAS goods, as an indicator of service quality. Date order taken is required to calculate this, in conjunction with Date order dispatched.

Relational and representational attributes

Datatype: Numeric *Representational form:* Date

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

Data domain: For consistency with other relevant collections this data element should 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, a zero should be used to ensure that the date contains the required 8 digits. For example, for an order taken on 1 July 2001, the Date order taken should be recorded as 01072001.

Guide for use:

Collection methods: Information on this data element should only be recorded for CAAS clients.

To be collected for each CAAS client on every occasion that he or she places an order for aids under CAAS.

Related data: Is qualified by Applicant status
Is used in conjunction with Date order dispatched.

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Date order dispatched

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date when an order for continence goods is dispatched to a client.

Context: The Service Administrator is required to report on average dispatch times to clients for CAAS goods, as an indicator of service quality. Date order dispatched is required to calculate this, in conjunction with Date order taken.

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: For consistency with other relevant collections this data element should 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, an order dispatched on 1 July, 2001, would be reported as 01072001.

Collection methods: Information on this data element will only be recorded for CAAS clients.

To be collected for each CAAS client on every occasion that an order is dispatched to him or her by the Service Administrator.

Related data: Is used in conjunction with Date order taken
Is qualified by Applicant status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

CAAS expenditure

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The total cost in dollars of the continence aids ordered by each client in a specified time period under CAAS.

Context: CAAS expenditure, in conjunction with Date of application (which determines the amount of allowance in the first year of becoming a CAAS client), will provide information to determine clients' patterns of usage and the utilisation rate of CAAS. For example, it may be used to determine whether some clients under-utilise the subsidy.

Relational and representational attributes

Datatype: Numeric *Representational form:* Quantitative value

Field size: *Min:* 1 *Max:* 6 *Representational layout:* \$\$\$\$\$\$

Data domain: Value in dollars

Guide for use: The period to be specified will depend on reporting requirements.
This will only relate to the cost of aids obtained by clients under their CAAS entitlement through the Service Administrator.
It should exclude aids purchased by the client themselves (i.e. not under CAAS).

Collection methods: Information on this data element will only be recorded for CAAS clients.
To be collected for each CAAS client on every occasion that he or she orders continence aids through the Service Administrator under CAAS.

Related data: Is related to Date order taken
Is qualified by Applicant status and Date of application

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

CAAS aids provided

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The type of continence aids ordered by clients under CAAS in a specified period.

Context: This data item will provide useful information as to the types and mix of aids obtained by clients under CAAS. This could be useful for determining the needs of clients and for developing schedules for CAAS aids.

Relational and representational attributes

Datatype: Alpha numeric *Representational form:* Code

Field size: *Min:* 1 *Max:* 10 *Representational layout:* Alpha numeric

Data domain: A list of aids to be included that can be obtained under CAAS.

Guide for use: See the Service Administrator's catalogue for codes and descriptions of items available through CAAS.
The period to be specified will depend on reporting requirements.

Collection methods: Information on this data element will only be recorded for CAAS clients.
To be collected for each CAAS client on every occasion that he or she orders CAAS continence aids through the Service Administrator.

Related data: Is related to Date order taken and CAAS expenditure
Is qualified by Applicant status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Complaints

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: A complaint is a statement of grievance or dissatisfaction regarding the administration of CAAS, where the subject matter of the statement falls within the responsibility of the service administrator.

Context: Service administrators are required as part of their contract to report to DHAC on the number of complaints and the time taken to resolve issues.

Relational and representational attributes

Datatype: Numeric *Representational form:* Quantitative value

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

Data domain: A whole number

Guide for use: This data item records the number of complaints received by the service administrator, not the type.

The period to be specified will depend on reporting requirements.

Examples of complaints included:

- slow delivery of ordered products
- delivery of the wrong product
- products not in stock and placed on back order (and therefore subject to delivery delay)
- insufficient information about a product
- length of time taken to answer phones
- return of goods fee
- length of time taken to collect products that are being returned to the service administrator as a result of having been sent in error
- slow response to queries

It excludes for the purposes of this data item, complaints about:

- policy issues (such as those relating to eligibility criteria-age, accepted medical conditions etc.)
- level of subsidy
- scheduled items (such as xylocane) being unavailable through CAAS

Collection methods: To be recorded on receipt of a complaint from CAAS applicants, regardless of whether successful or not, CAAS clients, and CAAS ex clients.

Related data:

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Date of client exit

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The date that a person ceases to be a client of CAAS.

Context: The date a person ceases to be a CAAS client is important in terms of management of the program and to ensure that ex-clients are not able to access aids under CAAS beyond that date.

Relational and representational attributes

Datatype: Numeric *Representational form:* Date

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

Data domain: A valid date

Guide for use: For consistency with other relevant collections this data element should 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, an exit date of 1 July 2001, would be reported as 01072001.

Collection methods: To be recorded for each ex-client when they cease to be a CAAS client for any reason.

Related data: Is related to Applicant status

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

Reason for client exit

Admin. status: CURRENT

Identifying and definitional attributes

Data element type: DATA ELEMENT

Definition: The reason a client is deemed to no longer be eligible for CAAS.

Context: It is of value for program development to understand the reasons people cease to be, or are deemed no longer to be, CAAS clients. This may have implications for provision of alternatives for people who are no longer eligible for CAAS. It is also important for management purposes to have a clear understanding of these reasons so that appropriate measures can be taken in any future dealings with these ex-clients or their carers and families.

Relational and representational attributes

Datatype: Numeric *Representational form:* Code

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

Data domain:

- 1 Client turned 65 years of age
- 2 Client died
- 3 Client has not spent funds for 12 months or more and did not respond to follow up contact
- 4 Other reason (including: classified as 'high care' in an aged care facility, no longer eligible for DSP, no longer working at least 8 hours if aged 65 years or older).

Guide for use: The reason an applicant is assessed as ineligible for CAAS upon application will be different to the reason a client is deemed no longer eligible. This data item records the reason a client is no longer eligible for CAAS.

4 Other reason includes:
moved to high care residential setting;
no longer eligible for DSP; and
no longer working at least 8 hours if aged 65 years or older.

Collection methods: To be recorded for each ex-client when they cease to be a CAAS client.

Related data: Is related to Applicant status, Date of exit, Date of birth, and Hours paid work per week.

Administrative attributes

Source document: Developed for the CAAS Data Dictionary Version 1.0

Source organisation: Australian Institute of Health and Welfare

Comments:

4 Report on PQ Lifestyles' data system and data collection administration for the Continence Aids Assistance Scheme (CAAS)

4.1 Introduction

In May 2001, the Australian Institute of Health and Welfare (AIHW) was contracted by the Department of Health and Aged Care (DHAC) to undertake a project aimed at developing an application form and supporting data dictionary for the Continence Aids Assistance Scheme (CAAS). As part of this project the AIHW was required to review the data collection and data storage systems used by PQ Lifestyles, the agency contracted by the DHAC to administer CAAS. This report provides a summary of results from that review.

The CAAS has been the subject of a number of reviews since its inception. These reviews have examined issues such as the operations of the scheme, the focus of the scheme, eligibility criteria, service delivery arrangements and relationship with State programs. These issues are not the concern of this particular 'review', which is focused quite narrowly on the processes of information collection and capture for CAAS. In particular, the aim of this review is to inform DHAC about the ability of PQ Lifestyles to incorporate any changes in data collection, data definition, and reporting requirements resulting from this project. The emphasis is on client data, as opposed to financial information, although issues relating to the definition of a client impact upon the funding of PQ Lifestyles for the CAAS management.

4.2 Aim of the review

The aim of the review of data collection and data systems currently utilised by PQ Lifestyles is to provide information on:

- the intricacies of the scheme and the application process;
- how information about CAAS applicants is currently collected, stored, utilised and reported by PQ Lifestyles;
- the information requirements of PQ Lifestyles in the management of CAAS;
- the current application form and PQ Lifestyles input on how it can be improved; and
- the possible effects that changes in the application form could have on the management of the scheme.

The review included:

- examination of relevant documentation (including the current application form, the contract between PQ Lifestyles and DHAC, regular reports from PQ Lifestyles to DHAC, and a procedure manual from PQ Lifestyles);
- discussions with DHAC;

- face to face consultations with personnel from PQ Lifestyles including Emilia Seibold (CEO), Sean McCreanor (General Manager), Pam Irons (scheme administrator for PQ L), Lyndell Gaffney (Accountant);
- listening in on a number of client contact calls;
- briefly viewing PQ Lifestyles' current continence aids order system (PRONTO); and
- meeting with Dr Carol Toft, Health Services Australia, who provides an application assessment service for the scheme, to obtain her comments and input on possible changes to the CAAS application form, guides and data definitions.

4.3 Background to the scheme

The aim of CAAS is to assist people of working age with permanent incontinence resulting from a permanent disability to defray the cost of continence management. It is intended to complement the State and Territory government schemes that predate CAAS.

CAAS was first introduced by the Commonwealth Government in 1993. At that time it was administered separately by a number of independent, mostly state based non-government agencies. In December 1995, the Department of Health and Family Services called for tenders for national administration of CAAS under a single contract. The Paraplegic and Quadriplegic Association of Queensland (PQAQ), through its commercial arm, PQ Lifestyles, won the tender for the contract period of 1 January 1997 to 30 June 1999. The contract with PQ Lifestyles has since been extended in 12 month periods, and is current now until June 2002.

PQ Lifestyles initially administered CAAS through maintaining subcontracting arrangements with the previous State based providers. Since July 1999 the order processing has been centralised in the Queensland office of PQ Lifestyles and the warehousing and delivery of orders subcontracted to Fauldings Health Care.

4.4 Current administration by PQ Lifestyles

At the time of the review CAAS provided a subsidy of up to \$450 per annum per client on the purchase of continence aids. This increased to \$460 from 1 July 2001. The subsidy is not paid directly to the client but instead eligible clients can purchase up to \$460 worth of approved continence aids per year, through PQ Lifestyles. Unspent money cannot be carried over by clients into the following financial year. The amount of subsidy available to clients in their first year is calculated on a pro-rata basis depending on their date they enter the scheme (as of 1 July 2001, this is counted as from the date of receipt of a completed eligible application and associated proof documentation).

As the current service administrator, PQ Lifestyles is required to administer the program (including approving clients), supply the clients with client requested continence aids under a schedule agreed to by DHAC, maintain accurate records and report to DHAC regularly. Under current arrangements PQ Lifestyles is paid a fee (\$125) at the beginning of the financial year by DHAC for each 'client' for

administration and freight. Funds to cover the subsidy to eligible clients of CAAS are provided monthly to PQ Lifestyles.

PQ Lifestyles also administer the DVA Rehabilitation Appliances Program (RAP) for Queensland. Under the guidelines RAP clients are not eligible for the CAAS subsidy as all continence needs are met under that scheme. PQ Lifestyles also have general clients; that is, clients who purchase from PQ Lifestyles who are not in either CAAS or RAP. A CAAS client may also be a general client in which case they will have two accounts-a CAAS account and a general account. He or she may purchase from PQ Lifestyles using either account until their CAAS funds are exhausted. Products available under CAAS are approved by DHAC but include most aids considered necessary for the management of permanent incontinence. Products obtained under CAAS are GST free while those purchased by 'general' clients are subject to GST (where GST normally applies).

PQ Lifestyles have a quarterly newsletter which they send out to clients. This newsletter has been utilised to remind clients that funds have to be spent by the end of the financial year, or they will be forgone. It is also used in updating information on clients if the newsletter is returned (for example, with a notation that client has died, or with information relating to change of address). PQ Lifestyles also provide incentives for bulk orders (to cut overall freight costs incurred by PQ L), early bird incentives (to encourage clients to purchase early in the financial year rather than all at the end of the year), and a senior's club for those clients aged over 65 (to encourage those who are no longer eligible for CAAS to remain as general clients).

As part of CAAS PQ Lifestyles are also required to provide a telephone helpline for CAAS.

4.5 PQ Lifestyles information requirements

PQ Lifestyles is required to collect particular information from applicants, for the purposes of managing and administering CAAS and reporting to DHAC. The application form and supporting documentation (Disability Support Pension card or letter from Centrelink regarding eligibility for the Disability Support Pension (DSP) or Mobility Allowance, the health assessment from a health professional and in less clear cases an assessment from Health Services Australia) are main sources of information. PQ Lifestyles contact applicants and health professionals where the information provided is incomplete or requires clarification or where relevant supporting documentation has not been provided (roughly 50% of applications received do not include supporting documentation).

Other than client information, PQ Lifestyles is also required to collect information relating to client orders (type and amount), client 'expenditure' against their subsidy allocation, dispatch information, complaints, number of phone calls through the telephone help line (which is the same as order line) and financial information.

PQ Lifestyles are required to report regularly (monthly, quarterly and annually) to the DHAC, providing both client information and financial statements.

PQ Lifestyles are also interested in undertaking more analysis of the data in the future than has been the case to date. This will be facilitated by the change in data

systems from two separate systems to one integrated system (see below). They are particularly interested in examining purchasing patterns of clients and ways to make the program more efficient. For example, one of the issues raised by PQ Lifestyles was that of the minimum order amount (\$20) and the relative cost of freight to some clients. Trends in products purchased was another area of potential interest.

Discussion with PQ Lifestyles also suggested that it would be useful for both them and DHAC to undertake some analysis of the percentage of allowance expended by clients (for example, which clients spend the full allowance and which spend only part).

4.6 PQ Lifestyles Databases for managing CAAS

CAAS information is currently entered and stored on two databases—an Access database, and another called 'Pronto'. However PQ Lifestyles are moving to a single database system called Symphosys in September 2001. This will incorporate the functions of both the Access database and Pronto as well as give greater flexibility in data management and reporting.

4.6.1 Access database

Currently, CAAS client information is entered onto an Access database.

Data items collected and stored in the Access database include:

Client ID

Client active or inactive

Reason for inactive (e.g. died)

Date inactive

Client name

Postal address

Suburb

State

Postcode

Sex

Date of birth

Age (calculated from DOB)

DSS payment (benefit type)

Currently employed

Hours worked

English as a second language (yes/no)

Aboriginal or Torres Strait Islander (yes/no)

Continence management used

Where did you find out about CAAS (text box)

Application date

Disability type

Level of injury (e.g. L3)

If under 16 or 65 years and over-(yes-tick a box for Paid employment, Receiving an income, Meet impairment criteria)

Currently the data entry window for the Access database does not match the application form for CAAS, as it is based on the previous application form. As a result the current Access database includes items that are no longer collected (such as 'Is English a second language', 'Continence management used', 'Where did you find out about CAAS' and 'Disability level'). These are currently left blank as information is not collected on these data items.

In addition, some data items in the current Access database include categories which are not relevant (such as 'Rehabilitation allowance', 'Supported wage supplement' as categories for DSS payments and 'Unpaid voluntary work' under 'Are you currently employed?'). These are not used by PQ Lifestyles as they are not applicable to CAAS.

The development of the new system and new application form will provide the opportunity to address the inconsistencies between the data items that are in the database and the information actually collected from the applicant.

4.6.2 Pronto database

The database currently used to enter, manage and report on client's orders and expenditure by PQ Lifestyles is Pronto. It includes no client information apart from client ID, name, address and phone number. PQ Lifestyles stated that while a good order management tool, Pronto is not flexible in terms of information extraction and manipulation.

Currently it is used to collect and store information on client's current and previous orders, inquiries, balance of funds, warehouse that should provide the goods and notes relating to orders or inquiries.

The PQ Lifestyles call-centre, which receives orders for products and answers client's queries, can only access Pronto. They have no access to the personal details of clients on the Access database.

4.6.3 Symphosys

This new system is to be implemented by PQ Lifestyles by September 2001, to replace the Access and Pronto databases. All client information and order information will be on this one system rather than two as is the current situation.

Symphosys is an object-oriented system written in Delphi. It is a custom designed system and so, according to PQ Lifestyles, it will be able to produce significantly better reporting and a much greater range of performance measures than the existing Pronto system.

Portability of data is an important consideration in the event that another organisation is contracted to administer CAAS in the future. According to PQ Lifestyles, portability of data to other systems should be straight forward from Symphosys, given it is object-oriented software. Transfer of data from Symphosys will be less difficult than under the current dual system (as PQ Lifestyles would currently need to extract and convert data from Pronto, and then marry the data together with the Access data to facilitate a full data transfer).

The introduction of this new data management system provides a very good opportunity for the incorporation of changes to data requirements and the associated updated application form. The data entry window in the new system can be developed to reflect the new application form. This should facilitate more direct data entry and therefore less time involved in transcribing from the application form to a checklist and therefore less chance of error.

It will also be timely to review the information reported by PQ Lifestyles to DHAC in the regular reports given that there will be changes to the client data collected and that the new system is supposedly more flexible in terms of data analysis.

Changes to the data collection, the application form or reporting requirements should be provided to PQ Lifestyles as soon as possible to facilitate the incorporation of these into the new Symphosis system.

4.7 CAAS-processes for information collection

Client information for CAAS is obtained primarily from the application form and supporting documents. This is updated if information comes to PQ Lifestyles' attention, such as if mail is returned or if clients notify PQ Lifestyles of changes in circumstances.

PQ Lifestyles informed us that they receive about 10-15 applications for CAAS per day. Roughly one of these will be ineligible, while some 50% have to be followed up due to inadequate information, lack of clarity regarding eligibility or failure to provide supporting documentation.

PQ Lifestyles have developed a procedure manual that details the steps involved in processing new applications and starting a client on the data system. This includes the steps from when the application is received to when the new client has an account opened (and money made available). It also includes procedures for those applications lacking proof documentation, those that are ineligible and those that are forwarded to Health Services Australia. The processes are outlined below:

4.7.1 Assessment of criteria

For every application received by PQ Lifestyles a **CAAS Checklist** is filled out by hand and attached to the application. This includes a checklist of the basic eligibility criteria (age, health condition, pension status) and ensures that supporting documentation is viewed and checked by PQ Lifestyles. It also ensures that appropriate follow up action is taken (e.g. to obtain missing supporting documentation or to forward the application to Health Services Australia for assessment of health condition).

Where the eligibility of the health condition is not clear PQ Lifestyles refer to the *list of eligible conditions* or look the condition up in a medical reference book. In some cases they contact the health professional who has signed the assessment form to obtain more information to enable them to judge eligibility. If these sources provide no clarification then the application is referred to Health Services Australia, who are then responsible for assessing whether the condition of the applicant meets the criteria for CAAS. This involves Health Services Australia contacting relevant health professionals who are treating or providing a service to the applicant.

Supporting documentation is usually in the form of a copy of an applicants Disability Support Pension card, or less often a statement from Centrelink regarding eligibility for the Disability Support Pension or the Mobility Allowance. For those aged 65 years and over and working, the supporting documentation is usually in the form of a statutory declaration or a payslip.

4.7.2 Search for existing client account

A search of the Pronto database is also carried out at this stage to check for an existing CAAS account under the applicant's name. This is important as a number of clients are unaware that they do not have to apply each year. Those applicants with an existing CAAS account are advised and no new account is opened until clarification is received.

While a client may have only one CAAS account they may also have a general account with PQ L. This is quite valid as a client may purchase items not approved under CAAS, or may purchase items from a general account once their CAAS allowance is expended.

PQ Lifestyles assured us that a check is made to ensure that a CAAS applicant is not an existing DVA Rehabilitation Appliances Program (RAP) client registered with PQ Lifestyles. However, as PQ Lifestyles currently only administer RAP for Queensland this check would only identify clients with an account in that State.

4.7.3 Sorting applications

Once the checklist is completed applications are sorted into the following groups:

- Eligible for CAAS-ready to open new account. New account opened and clients are notified.
- Not eligible for CAAS. These applicants are notified.
- Require proof of pension. These applicants are contacted. Application is further processed accordingly when proof is received.
- Require more information regarding condition. These applicants are contacted and health professional also contacted. Application is further processed accordingly when proof and information is received.
- Require proof of pension and more information re condition. These applicants are contacted. Application is further processed accordingly when proof is received.

- To be sent to Health Services Australia for assessment. Application faxed to Health Services Australia. On receipt of reply the application is processed accordingly.

4.7.4 Opening account and recording information on new clients

Eligible applicants (new clients) have a record opened on both the Pronto system and the Access database. Client information (such as name, address, health condition, benefit type) are recorded and stored in an Access database, while order information is recorded on Pronto. No information on ineligible applicants is recorded.

Applications from ineligible applicants are kept in hard copy on file.

Once a new client is entered onto the Pronto system they have access to the CAAS subsidy (ie a pro rata proportion of \$460 is 'banked' into their account). New clients are notified by mail of their eligibility, their account details and also provided with a catalogue of PQ Lifestyles products. This catalogue denotes which products are unavailable through CAAS and DVA Rehabilitation Appliances Program (RAP). Where the need for assistance is urgent PQ Lifestyles will notify new clients by phone.

4.7.5 Information on ineligible applicants

Currently information on ineligible applicants is not entered into a database. It could however be useful to record some information on the characteristics of unsuccessful applicants, particularly in regard to health condition. Who is applying but missing out, and why? It may also be a useful way to monitor whether the information provided in the application forms and guidelines are clearly conveyed so that ineligible people are discouraged from applying in the first place.

4.8 Suggested improvements to clarify definitions in CAAS

During discussions with PQ Lifestyles and Health Services Australia it became clear that there were a number of difficulties encountered in determining the eligibility of applicants. In particular, eligible health conditions were raised as an issue. PQ Lifestyles and Health Services Australia were both very keen to see improvements made to make the eligibility criteria clearer for potential applicants, health professionals and themselves. This does not involve changing the criteria for the program, which is beyond this project, but rather more clearly defining the existing criteria. In addition, PQ Lifestyles were also keen to adopt standard definitions and coding frameworks for data items relating to client characteristics. These changes will be incorporated in the new draft application form and guidelines for CAAS and the associated draft data dictionary.

4.8.1 Eligible health condition

The *list of eligible conditions*, which is used by PQ Lifestyles to check the eligibility of the health condition of applicants, is actually derived from conditions previously encountered and listed in CAAS client data. The list expands as new eligible conditions appear and become known. The list as it currently stands is not a

structured list of health conditions or disabilities, but rather a list of previous conditions that have been accepted as eligible. As such, it should not be used to define eligibility for CAAS, but rather as examples of eligible conditions.

PQ Lifestyles commented that the current list did not provide sufficient guidance and could be improved. It was also not clear from the documentation that it is a list of examples or previously encountered conditions, rather than a prescriptive list of eligible conditions. Health Services Australia also commented that the list was problematic and that the guidelines for CAAS regarding health condition were not clearly stated in the current CAAS documentation.

Both PQ Lifestyles and Health Services Australia agreed that a more clearly defined and structured list of eligible health conditions could make the assessment process clearer for them, and hopefully lead to a reduction in the number of applications referred to Health Services Australia. Dr Toft from Health Services Australia has agreed to assist the AIHW in developing a structured list of eligible health conditions, based on a code list developed by the AIHW for the ACAP data dictionary. This is based on ICD-10-AM classification and is comparable to the ABS 4 digit code used in the Survey of Disability, Ageing and Carers.

The purpose of this list is as a guide to health professionals and Health Services Australia to the types of conditions that could be expected to result in a permanent disability and resultant permanent incontinence. This list will not appear on the application form itself. Instead, the eligible conditions will be grouped into 7–8 broad categories of the most commonly encountered health conditions (such as already exists on the current application form). It is recommended that data on health condition be collected and reported only at this broad level.

4.8.2 Primary health condition

One of the issues raised during the discussion of health condition and the reporting of the data currently collected was that many applicants have multiple conditions, not just one. As a result, applications often have more than one health condition ticked by the assessing health professional. Current data entry and reporting requirements allow for one health condition per client. As a result PQ Lifestyles are required to make a decision as to which health condition to enter into the database for clients with multiple conditions. For example, an applicant may well have paraplegia and an intellectual disability and, as a result, both categories are ticked by the health professional filling out the CAAS assessment form. In entering the data onto their client database PQ Lifestyles currently make a decision and enter one of these conditions.

From discussions it appears that intellectual disability is often coded into the database in these cases. This may help explain the relatively large proportion of CAAS clients reported as having an 'intellectual disability'. This graph is of particular interest as Health Services Australia reported that intellectual impairment in isolation would be unlikely to result in permanent incontinence (except in severe and uncommon circumstances). In many cases it does have an effect on the *management* of incontinence but it appears it does not often directly *cause* the incontinence.

It is therefore recommended that the application form and guidelines clearly specify that health assessors should report the applicant's **primary** health condition that most directly leads to or results in permanent incontinence. The application form should also clearly state that only one box should be ticked. Both PQ Lifestyles and Health Services Australia agreed that this should lead to an improvement in data quality.

Another alternative is to record and report on multiple conditions of applicants. This adds complexity to data collection and reporting, and was generally considered unnecessary in terms of information needs.

4.8.3 Benefit type

There is some ambiguity about the benefit type that is eligible. One example that was raised was that of an applicant aged between 16 and 64 on a job search allowance. Where there is doubt about the criteria PQ Lifestyles contact DHAC for advice. This could be minimised if the criteria were more clearly articulated to both PQ Lifestyles and to prospective applicants.

The proof provided for benefit type is often a health care card. The information on this is insufficient to prove that the applicant is eligible for part or full benefit. Therefore, to obtain greater detail on the level of benefit, the question on pension/benefit status will include a full and part pension split (and no benefit as an option). An additional question on receipt of mobility allowance or relevant tax exemption will also be added to collect information on the number of clients in receipt of mobility allowance only.

4.8.4 Supporting documentation

Supporting documentation is often not provided along with the initial application and, consequently, requires follow up. PQ Lifestyles estimate that 50% of applications don't have supporting documentation provided at the time of application and require follow up. This is time consuming. This time may be reduced if it is made clearer on the application form that supporting documentation is required to be attached.

The other question that needs to be considered is whether the health care card provides sufficient proof of eligibility for DSP, given that applications are accompanied by a health professional's assessment that the client has permanent incontinence as a result of a permanent disability?

4.8.5 Definition of client-when is a client no longer a client?

There was considerable discussion about the 'Statement of consumers' provided monthly to DHAC by PQ Lifestyles. Ways to make this clearer and more meaningful were discussed and some changes agreed. Part of this discussion centred on the terms currently used in that statement and possible changes to make them more meaningful. In addition the issue regarding when a client is deemed to no longer be a client for accounting and funding purposes was discussed and some changes

suggested. While these are project management issues they are also definitional issues and hence discussed below.

Ineligible, suspended and reactivated clients

Currently client's accounts are 'closed' when they become ineligible for CAAS. The reasons for this include:

- reached 65 years of age (and are not working in paid employment for at least 8 hours per week),
- PQ Lifestyles have received notification that the client has died
- PQ Lifestyles have received notification that the client has moved to high care residential; or
- PQ Lifestyles are notified that the client is no longer eligible for some other reason (for example they are no longer eligible for DSP due to an insurance payout).

These clients will be termed '*ineligible clients*' in the new monthly reports. For funding purposes these are not included in client numbers at the beginning of the financial year. Their details are, however, still held on the system. Currently the system holds up to 3 years worth of client information.

If these clients reapply for CAAS (under the same name) their name will come up during a database search and, providing that they meet the criteria for CAAS, they will be reactivated again. They are currently not considered new clients.

Under new arrangements that were agreed to by PQ Lifestyles, the database will be cleaned and archived regularly and hold a maximum of 2 years worth of client data. Ineligible clients will be deleted from the client database during cleaning. As a result a name search will only identify those '*ineligible*' clients who are still on the system (i.e. those that have become '*ineligible*' since the last data cleaning and archive). If a previous client reapplies and is eligible and their name is not on the database they will be a '*new client*' and receive a new client ID.

Clients can also be '*suspended*' if their mail is returned to PQ Lifestyles or if the phone number is wrong (when contacted by PQ Lifestyles). This suspension serves to highlight to the call centre that some information on the clients is inaccurate and in need of updating if the client does contact PQ Lifestyles to order products or for advice.

Suspended clients can be '*reactivated*' when contact is made to PQ Lifestyles and information updated accordingly.

Clients who have not spent any of their allocation under CAAS

Currently, clients become '*ineligible*' and therefore not counted as clients any longer when PQ Lifestyles receives evidence that they no longer meet the criteria for CAAS or they have died. However, there is no strategic approach to dealing with those clients who, for some reason, have not spent their allocation of funds for a whole 12 month period (ie the client has \$460 of unspent allocation which they have not utilised at all in the year). At 1 June 2001 there were 1,078 CAAS clients who still had their full allocation remaining. While some of these may well spend some or all

of their allocation in the period 1 June to 30 June, it is highly likely that a large percentage will not.

These clients may have died, become ineligible for some other reason, or they may have changed carers and the new carer is unaware that the person is a CAAS client. Therefore some of these should no longer be counted as clients as they are in fact 'ineligible'. This has implications for funding as DHAC fund PQ Lifestyles on a per client basis. Others could be missing out on accessing their entitlements which has implications in terms of meeting clients' needs. It may also distort the figures on CAAS expenditure per client.

The current contract does not include any guidelines as to how PQ Lifestyles should deal with these clients. As a result they all continue to be counted as clients at the beginning of the financial year. Under the current arrangements they will continue to be counted as clients until such time as there is evidence that they are 'ineligible'.

A possible solution that was put forward by PQ Lifestyles during discussions (and taking into account the need to minimise distress to clients), is to attempt in early June to contact all those whose total 12 month allocation is unspent at that time. For this first year the contact would have to be made in July or as soon as practicable. Basically this contact would remind the client that they have \$450 in their account to spend, that it has to be spent by 30 June as it cannot be rolled over, and that unless they contact PQ Lifestyles in some manner (i.e. by purchasing or notifying in some way) that their account will be closed. They will be told that if this happens and they choose to re-enter the scheme they can reapply.

Those clients who do not contact PQ Lifestyles will be considered 'ineligible'. However, the database cannot be updated with this information before 1 July, due to practicalities of timing. Therefore at 1 July they will still be counted as 'clients' and included in the count of clients for which PQ Lifestyles are funded by DHAC. An adjustment will then need to be made in the following months to ensure that DHAC recoup the funding for those clients who were in fact ineligible.

4.9 PQ Lifestyles' ability and willingness to adapt to changes in data collection and application form for CAAS

From discussions PQ Lifestyles seemed very positive about the proposed changes to the application form, accompanying guidelines, data definitions and data collection. They are currently well placed to adapt to changes in the data collection for CAAS due to the introduction of the new data system by September 2001. Symphosys will provide a better data management tool and will integrate client information and order information on one system. The new system can more closely reflect the data collected from the application form than is currently the case. The introduction of Symphosys will also provide PQ Lifestyles with greater flexibility in terms of analysis and reporting of data collected on CAAS.

The development of a new application form is also timely in that PQ Lifestyles are keen to move to an on line application form with links to other services, product range etc. This should be considered by DHAC when moving from the draft application form to the printed version to ensure that it will also be amenable to

loading on the web. Consultation with PQ Lifestyles in finalising the format and layout of the application form prior to printing would be beneficial to both organisations.

PQ Lifestyles and Health Services Australia were both very keen to see the eligibility criteria for potential applicants, health professionals and themselves more clearly defined. In addition, PQ Lifestyles were also keen to adopt standard definitions and coding frameworks for data items relating to client characteristics.

4.10 Summary

PQ Lifestyles and Health Services Australia were very supportive of possible changes in the CAAS application form and associated clarification of the guidelines for CAAS. They were particularly keen to see changes to the form that would make it clearer to applicants that they were ineligible before they actually applied, and to get clearer guidelines around eligible 'health condition'. Health Services Australia agreed to assist AIHW in developing a clearer list of possible 'eligible health conditions' than is currently utilised.

PQ Lifestyles is currently developing a new integrated client and order data system, called Symphosys, and so are well placed to incorporate changes to the CAAS application form and data definitions for some data items. This new system will also provide greater flexibility in reporting and so it may be timely that DHAC consider their reporting requirements for CAAS.

PQ Lifestyles hope to have Symphosys in place by September 2001. To facilitate the incorporation of changes in the application form and associated data collection into the new system, it would be advantages if PQ Lifestyles could be provided with drafts of these as soon as possible.

Detailed description of the format for data element definitions

All data element definitions included in the National Community Services Data Dictionary are presented in the following format, based on ISO/IEC Standard 11179 *Specification and Standardization of Data Elements* – the international standard for defining data elements issued by the International Organization for Standardization and the International Electrotechnical Commission. The meaning of the various parts of the format are provided below.

«NAME»

Admin. status:

Identifying and definitional attributes

Knowledgebase ID: Data item version no.:

Data element type:

Definition:

Context:

Relational and representational attributes

Datatype:

Representational form:

Field size:

Min.

Max.

Representational layout:

Data domain:

Guide for use:

Collection methods:

Related data:

Administrative attributes

Source document:

Source organisation:

Comments:

Once data element definitions are endorsed by the National Community Services Information Management Group for inclusion in the *National Community Services Data Dictionary*, the NCSDC Secretariat allocates an identifying number (Knowledgebase

identifier), a data element version number and an Administrative status for each definition. The NCSDC Secretariat also records the name of any National Minimum Data Set that includes the data element as well as the date of effect for the data element in the National Minimum Data Set, as agreed by the National Community Services Information Management Group.

Name:	A single or multi-word designation assigned to a data element. This appears in the heading for each unique data definition in the Dictionary.
Admin. status:	The operational status (CURRENT, DRAFT, SUPERSEDED, RETIRED) of the data element or data concept and the date from which this status is effective.
Knowledgebase ID:	An identifier for the data element within the Knowledgebase: Australia's Health and Community Services Data Registry' (the Knowledgebase). See Appendix 3 for a description of the Knowledgebase.
Data item version no.:	A version number for each data element, beginning with 1 for the initial version of the data element, and 2, 3 etc. for each subsequent revision. This meets the ISO/IEC Standard 11179 requirement for 'identification of a data element specification in a series of evolving data element specifications within a registration authority'.
Data element type:	<p>A data element may be either:</p> <ol style="list-style-type: none"> a DATA CONCEPT – a concept which, can be represented in the form of a data element, described independently of any particular representation. For example, 'Informal carer', which does not have any particular representation of its own, except through data elements such as 'Carer availability', 'Relationship of carer to care recipient' etc. a DATA ELEMENT – a unit of data for which the definition, identification, representation and permissible values are specified by means of a set of attributes. For example, a person's "Date of birth" is a unit of data for which the definition, identification, representation and permissible values are specified. a DERIVED DATA ELEMENT – a data element whose values are derived by calculation from the values of other data elements. a COMPOSITE DATA ELEMENT – a data element whose values represent a grouping of the values of other data elements in a specified order.
Definition:	A statement that expresses the essential nature of a data element and its differentiation from all other data elements.

Context:	A designation or description of the application environment or discipline in which a name is applied or from which it originates. For the Dictionary this attribute may also include the justification for collecting the items and uses of the information.
Relational and representational attributes	
Data type:	The type of symbol, character or other designation used to represent a data element. Examples include integer, numeric, alphanumeric, alphabetic etc. For example, the data type for 'Marital status' is a numeric drawn from a domain or codeset in which numeric characters such as 1 = Never married, 4 = Separated used to denote a data domain value (see Data domain below).
Representational form:	Name or description of the form of representation for the data element, such as 'CODE', 'QUANTITATIVE VALUE', and 'DATE'. For example, the representational form for 'Country of birth' is 'CODE' because the form of representation is individual numbers that each, represent a different country.
Field size (minimum and maximum):	The minimum and maximum number, respectively, of storage units (of the corresponding datatype) to represent the data element value. For example, a data element value expressed in dollars may require a minimum field size of one character (1) up to a maximum field size of nine characters (999, 999, 999). Field size does not generally include characters used to mark logical separations of values e.g. commas, hyphens or slashes.
Representational layout:	The layout of characters in data element values expressed by a character string representation. Examples include 'DDMMYYYY' for calendar date, 'N' for a 1-digit numeric field, and '\$\$\$,\$\$\$,\$\$\$' for data elements about expenditure.
Data domain:	The set of representations of permissible instances of the data element, according to the representation form, layout, data type and maximum size specified in the corresponding attributes. The set can be specified by name (such as valid date), by reference to a source (such as the ABS Classification of Languages), or by enumeration of the representation of the instances (for example, for 'Labour force status' values are 1 = Employed, 2 = Unemployed, etc).
Guide for use (optional):	Additional comments or advice on the interpretation or application of the attribute 'data domain' (this attribute has no direct counterpart in the ISO/IEC Standard 11179 but has been included to assist in clarification of issues relating to the classification of data elements).

Collection methods (optional):	Comments and advice concerning the actual capture of data for the particular data element, including guidelines on the design of questions for use in collecting information, and treatment of 'not stated' or non-response. (This attribute is not specified in the ISO/IEC Standard 11179 but has been added to cover important issues about the actual collection of data).
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Related data (optional): A reference between the data element (or data concept) and any related data element/concept in the Dictionary, including the type of this. Examples include: 'has been superseded by', 'is calculated using', and 'supplements the data element'.

Administrative attributes

Source document (optional): The document from which definitional or representational attributes originate.

Source organisation: The organisation responsible for the source document and/or the development of the data definition (this attribute is not specified in the ISO/IEC Standard 11179 but has been added for completeness). The Source organisation is not necessarily the organisation responsible for the ongoing development/maintenance of the data element definition.

Comments (optional): Any additional explanatory remarks on the data element.

Code list for Country of birth

1 Oceania and Antarctica

- 11 Australia (includes External Territories)
 - 1101 Australia
 - 1102 Norfolk Island
 - 1199 Australian External Territories, nec
- 12 New Zealand
 - 1201 New Zealand
- 13 Melanesia
 - 1301 New Caledonia
 - 1302 Papua New Guinea
 - 1303 Solomon Islands
 - 1304 Vanuatu
- 14 Micronesia
 - 1401 Guam
 - 1402 Kiribati
 - 1403 Marshall Islands
 - 1404 Micronesia, Federated States of
 - 1405 Nauru
 - 1406 Northern Mariana Islands
 - 1407 Palau
- 15 Polynesia (excludes Hawaii)
 - 1501 Cook Islands
 - 1502 Fiji
 - 1503 French Polynesia
 - 1504 Niue
 - 1505 Samoa
 - 1506 Samoa, American
 - 1507 Tokelau
 - 1508 Tonga
 - 1511 Tuvalu
 - 1512 Wallis and Futuna
 - 1599 Polynesia (excludes Hawaii), nec
- 16 Antarctica
 - 1601 Adelie Land (France)
 - 1602 Argentinian Antarctic Territory
 - 1603 Australian Antarctic Territory

- 1604 British Antarctic Territory
- 1605 Chilean Antarctic Territory
- 1606 Queen Maud Land (Norway)
- 1607 Ross Dependency (New Zealand)

2 North-West Europe

- 21 United Kingdom
 - 2101 Channel Islands
 - 2102 England
 - 2103 Isle of Man
 - 2104 Northern Ireland
 - 2105 Scotland
 - 2106 Wales
- 22 Ireland
 - 2201 Ireland
- 23 Western Europe
 - 2301 Austria
 - 2302 Belgium
 - 2303 France
 - 2304 Germany
 - 2305 Liechtenstein
 - 2306 Luxembourg
 - 2307 Monaco
 - 2308 Netherlands
 - 2311 Switzerland
- 24 Northern Europe
 - 2401 Denmark
 - 2402 Faeroe Islands
 - 2403 Finland
 - 2404 Greenland
 - 2405 Iceland
 - 2406 Norway
 - 2407 Sweden

3 Southern and Eastern Europe

- 31 Southern Europe
 - 3101 Andorra
 - 3102 Gibraltar
 - 3103 Holy See
 - 3104 Italy
 - 3105 Malta
 - 3106 Portugal

- 3107 San Marino
- 3108 Spain
- 32 South Eastern Europe
 - 3201 Albania
 - 3202 Bosnia and Herzegovina
 - 3203 Bulgaria
 - 3204 Croatia
 - 3205 Cyprus
 - 3206 Former Yugoslav Republic of Macedonia (FYROM)
 - 3207 Greece
 - 3208 Moldova
 - 3211 Romania
 - 3212 Slovenia
 - 3213 Yugoslavia, Federal Republic of
- 33 Eastern Europe
 - 3301 Belarus
 - 3302 Czech Republic
 - 3303 Estonia
 - 3304 Hungary
 - 3305 Latvia
 - 3306 Lithuania
 - 3307 Poland
 - 3308 Russian Federation
 - 3311 Slovakia
 - 3312 Ukraine
- 4 North Africa and the Middle East**
 - 41 East North Africa
 - 4101 Algeria
 - 4102 Egypt
 - 4103 Libya
 - 4104 Morocco
 - 4105 Sudan
 - 4106 Tunisia
 - 4107 Western Sahara
 - 4199 North Africa, nec
 - 42 Middle East
 - 4201 Bahrain
 - 4202 Gaza Strip and West Bank
 - 4203 Iran
 - 4204 Iraq
 - 4205 Israel
 - 4206 Jordan
 - 4207 Kuwait
 - 4208 Lebanon
 - 4211 Oman
 - 4212 Qatar
- 4213 Saudi Arabia
- 4214 Syria
- 4215 Turkey
- 4216 United Arab Emirates
- 4217 Yemen
- 5 South-East Asia**
 - 51 Mainland South-East Asia
 - 5101 Burma (Myanmar)
 - 5102 Cambodia
 - 5103 Laos
 - 5104 Thailand
 - 5105 Viet Nam
 - 52 Maritime South-East Asia
 - 5201 Brunei Darussalam
 - 5202 Indonesia
 - 5203 Malaysia
 - 5204 Philippines
 - 5205 Singapore
 - 5206 East Timor
- 6 North-East Asia**
 - 61 Chinese Asia (includes Mongolia)
 - 6101 China (excludes SARs and Taiwan Province)
 - 6102 Hong Kong (SAR of China)
 - 6103 Macau (SAR of China)
 - 6104 Mongolia
 - 6105 Taiwan
 - 62 Japan and the Koreas
 - 6201 Japan
 - 6202 Korea, Democratic People's Republic of (North)
 - 6203 Korea, Republic of (South)
- 7 Southern and Central Asia**
 - 71 Southern Asia
 - 7101 Bangladesh
 - 7102 Bhutan
 - 7103 India
 - 7104 Maldives
 - 7105 Nepal
 - 7106 Pakistan
 - 7107 Sri Lanka
 - 72 Central Asia
 - 7201 Afghanistan
 - 7202 Armenia
 - 7203 Azerbaijan

7204 Georgia
7205 Kazakhstan
7206 Kyrgyz Republic
7207 Tajikistan
7208 Turkmenistan
7211 Uzbekistan

8Americas

81 Northern America
8101 Bermuda
8102 Canada
8103 St Pierre and Miquelon
8104 United States of America

82 South America
8201 Argentina
8202 Bolivia
8203 Brazil
8204 Chile
8205 Colombia
8206 Ecuador
8207 Falkland Islands
8208 French Guiana
8211 Guyana
8212 Paraguay
8213 Peru
8214 Suriname
8215 Uruguay
8216 Venezuela
8299 South America, nec

83 Central America
8301 Belize
8302 Costa Rica
8303 El Salvador
8304 Guatemala
8305 Honduras
8306 Mexico
8307 Nicaragua
8308 Panama

84 Caribbean
8401 Anguilla
8402 Antigua and Barbuda
8403 Aruba
8404 Bahamas
8405 Barbados
8406 Cayman Islands
8407 Cuba
8408 Dominica
8411 Dominican Republic

8412 Grenada
8413 Guadeloupe
8414 Haiti
8415 Jamaica
8416 Martinique
8417 Montserrat
8418 Netherlands Antilles
8421 Puerto Rico
8422 St Kitts and Nevis
8423 St Lucia
8424 St Vincent and the Grenadines
8425 Trinidad and Tobago
8426 Turks and Caicos Islands
8427 Virgin Islands, British
8428 Virgin Islands, United States

9 Sub-Saharan Africa

91 Central and West Africa
9101 Benin
9102 Burkina Faso
9103 Cameroon
9104 Cape Verde
9105 Central African Republic
9106 Chad
9107 Congo
9108 Congo, Democratic Republic of
9111 Cote d'Ivoire
9112 Equatorial Guinea
9113 Gabon
9114 Gambia
9115 Ghana
9116 Guinea
9117 Guinea-Bissau
9118 Liberia
9121 Mali
9122 Mauritania
9123 Niger
9124 Nigeria
9125 Sao Tome and Principe
9126 Senegal
9127 Sierra Leone
9128 Togo

92 Southern and East Africa
9201 Angola
9202 Botswana
9203 Burundi
9204 Comoros
9205 Djibouti
9206 Eritrea

9207 Ethiopia
9208 Kenya
9211 Lesotho
9212 Madagascar
9213 Malawi
9214 Mauritius
9215 Mayotte
9216 Mozambique
9217 Namibia
9218 Reunion
9221 Rwanda
9222 St Helena
9223 Seychelles
9224 Somalia
9225 South Africa
9226 Swaziland
9227 Tanzania
9228 Uganda
9231 Zambia
9232 Zimbabwe
9299 Southern and East Africa, nec

Alphabetic code list for Country of birth

Adélie Land (France)	1601	Chile	8204
Afghanistan	7201	Chilean Antarctic Territory	1605
Albania	3201	China (excludes SARs and Taiwan Province)	6101
Algeria	4101	Colombia	8205
Andorra	3101	Comoros	9204
Angola	9201	Congo	9107
Anguilla	8401	Congo, Democratic Republic of	9108
Antigua and Barbuda	8402	Cook Islands	1501
Argentina	8201	Costa Rica	8302
Argentinian Antarctic Territory	1602	Cote d'Ivoire	9111
Armenia	7202	Croatia	3204
Aruba	8403	Cuba	8407
Australia	1101	Cyprus	3205
Australian Antarctic Territory	1603	Czech Republic	3302
Australian External Territories nec	1199	Denmark	2401
Austria	2301	Djibouti	9205
Azerbaijan	7203	Dominica	8408
Bahamas	8404	Dominican Republic	8411
Bahrain	4201	East Timor	5206
Bangladesh	7101	Ecuador	8206
Barbados	8405	Egypt	4102
Belarus	3301	El Salvador	8303
Belgium	2302	England	2102
Belize	8301	Equatorial Guinea	9112
Benin	9101	Eritrea	9206
Bermuda	8101	Estonia	3303
Bhutan	7102	Ethiopia	9207
Bolivia	8202	Faeroe Islands	2402
Bosniaand Herzegovina	3202	Falkland Islands	8207
Botswana	9202	Fiji	1502
Brazil	8203	Finland	2403
British Antarctic Territory	1604	Former Yugoslav Republic of Macedonia (FYROM)	3206
Brunei Darussalam	5201	France	2303
Bulgaria	3203	French Guiana	8208
Burkina Faso	9102	French Polynesia	1503
Burma (Myanmar)	5101	Gabon	9113
Burundi	9203	Gambia	9114
Cambodia	5102	Gaza Strip and West Bank	4202
Cameroon	9103	Georgia	7204
Canada	8102	Germany	2304
Cape Verde	9104	Ghana	9115
Cayman Islands	8406	Gibraltar	3102
Central African Republic	9105	Greece	3207
Chad	9106		
Channel Islands	2101		

Greenland	2404	Malta	3105
Grenada	8412	Marshall Islands	1403
Guadeloupe	8413	Martinique	8416
Guam	1401	Mauritania	9122
Guatemala	8304	Mauritius	9214
Guinea	9116	Mayotte	9215
Guinea-Bissau	9117	Mexico	8306
Guyana	8211	Micronesia, Federated States of	1404
Haiti	8414	Moldova	3208
Holy See	3103	Monaco	2307
Honduras	8305	Mongolia	6104
Hong Kong (SAR of China)	6102	Montserrat	8417
Hungary	3304	Morocco	4104
Iceland	2405	Mozambique	9216
India	7103	Namibia	9217
Indonesia	5202	Nauru	1405
Iran	4203	Nepal	7105
Iraq	4204	Netherlands	2308
Ireland	2201	Netherlands Antilles	8418
Isle of Man	2103	New Caledonia	1301
Israel	4205	New Zealand	1201
Italy	3104	Nicaragua	8307
Jamaica	8415	Niger	9123
Japan	6201	Nigeria	9124
Jordan	4206	Niue	1504
Kazakhstan	7205	Norfolk Island	1102
Kenya	9208	North Africa, nec	4199
Kiribati	1402	Northern Ireland	2104
Korea, Democratic People's Republic of (North)	6202	Northern Mariana Islands	1406
Korea, Republic of (South)	6203	Norway	2406
Kuwait	4207	Oman	4211
Kyrgyz Republic	7206	Pakistan	7106
Laos	5103	Palau	1407
Latvia	3305	Panama	8308
Lebanon	4208	Papua New Guinea	1302
Lesotho	9211	Paraguay	8212
Liberia	9118	Peru	8213
Libya	4103	Philippines	5204
Liechtenstein	2305	Poland	3307
Lithuania	3306	Polynesia (excludes Hawaii), nec	1599
Luxembourg	2306	Portugal	3106
Macau (SAR of China)	6103	Puerto Rico	8421
Madagascar	9212	Qatar	4212
Malawi	9213	Queen Maud Land (Norway)	1606
Malaysia	5203	Réunion	9218
Maldives	7104	Romania	3211
Mali	9121	Ross Dependency (New Zealand)	1607
		Russian Federation	3308

Rwanda	9221	Uruguay	8215
Samoa	1505	Uzbekistan	7211
Samoa, American	1506	Vanuatu	1304
San Marino	3107	Venezuela	8216
Sao Tomé and Príncipe	9125	Viet Nam	5105
Saudi Arabia	4213	Virgin Islands, British	8427
Scotland	2105	Virgin Islands, United States	8428
Senegal	9126	Wales	2106
Seychelles	9223	Wallis and Futuna	1512
Sierra Leone	9127	Western Sahara	4107
Singapore	5205	Yemen	4217
Slovakia	3311	Yugoslavia, Federal Republic of	3213
Slovenia	3212	Zambia	9231
Solomon Islands	1303	Zimbabwe	9232
Somalia	9224		
South Africa	9225		
South America, nec	8299		
Southern and East Africa, nec	9299		
Spain	3108		
Sri Lanka	7107		
St Helena	9222		
St Kitts and Nevis	8422		
St Lucia	8423		
St Pierre and Miquelon	8103		
St Vincent and the Grenadines	8424		
Sudan	4105		
Suriname	8214		
Swaziland	9226		
Sweden	2407		
Switzerland	2311		
Syria	4214		
Taiwan	6105		
Tajikistan	7207		
Tanzania	9227		
Thailand	5104		
Togo	9128		
Tokelau	1507		
Tonga	1508		
Trinidad and Tobago	8425		
Tunisia	4106		
Turkey	4215		
Turkmenistan	7208		
Turks and Caicos Islands	8426		
Tuvalu	1511		
Uganda	9228		
Ukraine	3312		
United Arab Emirates	4216		
United States of America	8104		

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