



Australian Government

Department of Social Services

**Australian Government
Disability Services Data Collection 2018-19**

**Data Guide for Disability Service Providers:
Data Items and Definitions**

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Introduction

This Data Guide is designed to assist the disability service outlets involved in providing data for the Disability Services Data Collection 2018-19 (DSDC, formerly the Disability Services Census). The data collected informs national reporting purposes under the National Disability Agreement (NDA).

Disability service outlets within the scope of this data collection are those which received funding in 2018-19 from the Australian Government Department of Social Services (DSS) under the NDA. DSS funded a range of service types in 2018-19. These are described below:

4.05 Respite care

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

DSS funded respite care is aimed at increasing the provision of immediate and short term respite to carers of young people with severe or profound disabilities.

5.02 Supported employment services

Under the NDA, Supported Employment Services provide employment opportunities and assistance to people with disabilities to work in specialised and supported work environments. These services, funded by DSS, are commercial businesses that provide employment for people with significant disability in a supported environment. These services are also known as Australian Disability Enterprises (ADEs).

6.01 Advocacy services

Under the NDA, advocacy services are services designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Examples include: self-advocacy/individual advocacy; citizen advocacy; group advocacy; and system/systematic advocacy.

6.02 Information/referral services

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

6.05 Alternative formats of communication

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

Print disability services funded by DSS are included in this category.

The Disability Services Data Collection 2018-19 collects information on the outlet operations of all DSS-funded disability service outlets, via an electronic Service Outlet Form (a PDF file) sent by email to service providers through the DSS Online Funding Management System (GovGPS (formerly known as FOFMS)). It also collects information on all clients who accessed Supported Employment Services through GovGPS. Please note that the term 'client' used in this document has also been described as 'consumer' previously, and is described as 'service user' in NDA data.

The data items included in the Disability Services Data Collection 2018-19 are listed at **Appendix A**. All these data items are required for national reporting purposes under the National Disability Agreement. DSS recodes some data items from GovGPS in order to meet the set reporting requirements.

This Data Guide lists all data items collected from service providers via the service outlet form, and client information for supported employment services obtained from GovGPS. The Data Guide provides detailed information about each service outlet data item collected. For each data item, the following information is provided:

- Data item name
- Associated question
- Definition
- Classifications (i.e. response options)
- Guide for use, and
- Justification for the collection of the data item.

For client data items required for supported employment services, service providers should refer to detailed information in the '*Guide to collecting and entering client and case information*'.

Disability service outlets are required to provide Disability Services Data Collection 2018-19 data to DSS by close of business Monday **22 July 2019**.

Please read this document as it will help you to complete the Service Outlet Form and Client Information for the Disability Services Data Collection 2018-19.

If you have any comments, suggestions or questions about the information provided in this Data Guide, please contact the Disability Services Data Collection Help Desk by:

- Phone – 1800 550 244; or
- Email – disability.census@dss.gov.au

DUE COB MONDAY 22 JULY 2019

Service Outlet Form

Before you begin...

The reference week for the Disability Services Data Collection 2018-19 is **Monday 24 June to Sunday 30 June 2019**.

Information Requirements

All DSS-funded disability service outlets must complete the Service Outlet Form. This information is necessary in order to gain a complete and accurate picture of the services delivered under the National Disability Agreement.

If the service outlet type is Respite (4.05), Advocacy (6.01), Information/referral (6.02), or Alternative formats of communication (6.05), the service outlet **must** complete all Questions (1 through to 6) on the Service Outlet Form. Supported Employment Service outlets (5.02) must complete only Questions 1 through to 5.

Part 1: Service Outlet Details

This information will be automatically generated from the DSS Online Funding Management System (GovGPS). It includes the service outlet type, state and postcode.

Part 2: Service Outlet Operations

1. Weeks per year of operation

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

Defined as: The number of weeks per year that the service outlet usually operates.

Classification: 1–52 The actual number of weeks per year
No regular pattern of operation through the year

Guide for use:

- Number of weeks of operation should be rounded up to the nearest whole week.
- Please record 'no regular pattern of operation through the year' if the service outlet does not have a regular pattern of operation.
- A service outlet is considered to be operating whenever a service is provided to consumers e.g. if your service outlet closes for only 2 weeks over the Christmas period you should indicate that you operate for 50 weeks per year.
- This data item is seeking information about the usual weeks of operation of a service outlet.

Justification: To gain a greater understanding of patterns of service delivery.

2. Days per week of operation

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

Defined as: The number of days per week that the service outlet usually operates.

Classification: 1–7 The actual number of days per week
No regular pattern of operation through the week

Guide for use:

- Number of days of operation should be rounded up to the nearest whole day.
- Please record 'no regular pattern of operation through the week' if the service outlet has no regular weekly pattern of operation.
- A service outlet is considered to be operating whenever a service is provided to consumers. For example, if your service outlet is open for 5 days per week for service provision and 1 day per week for management, then your service outlet should record that it operates 5 days per week.
- This data item is seeking information about the usual days of operation of a service outlet.

Justification: To gain a greater understanding of patterns of service delivery.

3. Hours per day of operation

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

Defined as: The number of hours per day that the service outlet is usually open for the provision of service (not the number of hours staffed).

Classification: 1–24 The number of hours per day
No regular pattern of operation through the day

Guide for use:

- Number of hours of operation should be rounded up to the nearest whole hour.
- Please record 'no regular pattern of operation through the day' if the service outlet has no regular daily pattern of operation. Please record 'no regular pattern of operation through the day' if, for example, the service outlet operates for flexible hours or on call or has different weekday and weekend operation patterns.
- A service outlet is considered to be operating whenever a service is provided to consumers. For example, if your service outlet is open between 9am–5pm (8 hours) but is only open for consumers between 10am–3pm (5 hours), then your service outlet should record that it operates 5 hours per day.
- This data item is seeking information about the usual hours of operation of a service outlet.

Justification: To gain a greater understanding of patterns of service delivery.

Part 3: Staffing

4. Staff hours (reference week)

Question: What were the total number of hours worked by paid and unpaid staff on behalf of your service outlet (including those worked by contracted staff and volunteers) in the 7-day reference week ending 30 June 2019? Please don't include hours worked by Australian Disability Enterprise clients.

Defined as: The actual total number of hours worked by staff of the service outlet, including contracted staff and volunteers for the 7-day reference week ending 30 June 2019.

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

Paid staff: includes the total number of actual paid hours worked by staff (including contract staff) employed by the service outlet on a permanent, part-time or casual basis.

Unpaid staff: includes the total number of actual unpaid hours worked by staff, volunteers or students and others who do not receive payment for the work they performed on behalf of the service outlet.

Classification: 4a Paid staff: 0–99999 hours worked
4b Unpaid staff: 0–99999 hours worked

Guide for use:

- This data item is seeking information about the total number of actual hours in the 7-day reference week ending 30 June 2019 worked by paid and unpaid staff.
- Please record actual staff hours worked, **not** full time equivalent or rostered staff hours.
- Staff hours should be rounded up to the nearest whole hour.
- Inclusions and exclusions for the calculation of actual staff hours worked on behalf of this service outlet:

Include:

- Staff hours worked by support staff, managers, clerical and administrative staff
- Hours spent by board members at the service outlet or at committee meetings
- Staff hours worked as paid overtime (include with paid staff hours) and any unpaid hours worked (include with unpaid staff hours)
- Staff hours spent on meetings and training
- Staff hours spent on travelling to a location to assist/visit a consumer
- Staff hours spent transporting consumers

Exclude:

- Staff hours for workers on leave, including public holidays, paid/unpaid sick leave
- Staff hours normally worked in positions that are currently vacant
- Staff hours allocated to non-National Disability Agreement (NDA) consumers
- Hours worked by Australian Disability Enterprise clients.

- For agencies with multiple service outlet types (and where staff hours per service outlet type are not known), all staff should be apportioned across these service outlets. Only record those staff hours apportioned to a particular service outlet on its service outlet form.
- This item is asking for hours worked by staff on behalf of this service outlet both directly delivered to consumers and on behalf of this service outlet more generally (i.e. indirect hours such as related committee meetings).

Justification: This data item is collected to assist in analysis of staffing inputs for disability support, and to enable a comparison of the staffing requirements of different service types. It is important to include 'volunteers' due to the significant contribution they make within many agencies.

5. Staff hours (typical week)

Question: What were the total number of hours worked by paid and unpaid staff on behalf of your service outlet (including those worked by contracted staff and volunteers) in a typical (average) week.

Defined as: The total number of hours worked by staff of the service outlet, including contracted staff and volunteers in a typical or average 7-day week.

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

Paid staff: includes the total number of actual paid hours worked by staff (including contract staff) employed by the service outlet on a permanent, part-time or casual basis.

Unpaid staff: includes the total number of actual unpaid hours worked by staff, volunteers or students and others who do not receive payment for the work they performed on behalf of the service outlet.

Classification: 5a Paid staff: 0–99999 hours worked
5b Unpaid staff: 0–99999 hours worked

Guide for use:

- This data item is seeking information about the total number of hours worked in a typical (average) week by paid and unpaid staff of this service outlet.
- Please record the typical (average) staff hours worked, **not** full time equivalent or rostered staff hours.
- Staff hours should be rounded up to the nearest whole hour.
- Inclusions and exclusions for the calculation of typical (average) staff hours worked on behalf of this service outlet:

Include:

- Staff hours worked by support staff, managers, clerical and administrative staff
- Hours spent by board members at the service outlet or at committee meetings
- Staff hours worked as paid overtime (include with paid staff hours) and any unpaid hours worked (include with unpaid staff hours)

- Staff hours spent on meetings and training
- Staff hours spent on travelling to a location to assist/visit a consumer
- Staff hours spent transporting consumers

Exclude:

- Staff hours for workers on leave, including public holidays, paid/unpaid sick leave
 - Staff hours normally worked in positions that are currently vacant
 - Staff hours allocated to non-National Disability Agreement (NDA) consumers
 - Hours worked by Australian Disability Enterprise clients.
- For agencies with multiple service outlet types (and where staff hours per service outlet type are not known), all staff should be apportioned across these service outlets. Only record those staff hours apportioned to a particular service outlet on its service outlet form.
 - This item is asking for hours worked by staff on behalf of this service outlet both directly delivered to consumers and on behalf of this service outlet more generally (i.e. indirect hours such as related committee meetings).

Justification: This data item is requested to enable service outlets to indicate that the staff hours worked in the 7-day reference week were or were not typical for the service outlet (i.e. considerably more or less hours were worked). This data item is collected to assist in analysis of staffing inputs for disability support, and to enable a comparison of the staffing requirements of different service types. It is important to include 'volunteers' due to the significant contribution they make within many agencies.

If your service outlet type is Respite (4.05), Advocacy (6.01), Information/referral (6.02,) or Alternative formats of communication (6.05),
Please complete Question 6.

If your service outlet type is Supported Employment (5.02),
Please do not complete Question 6.
 Supported Employment must also complete the Client Information available through the GovGPS Portal.

Part 4: Clients (not applicable for Australian Disability Enterprises)

6. Number of clients or carers assisted

Question: How many clients or carers received assistance from this service outlet during the 2018-19 financial year?

Defined as: Total number of clients or carers who received assistance from a particular service outlet during the 2018-19 financial year.

Classification: 1–99999

Guide for use:

- The total number of individual clients or carers assisted is required, not instances of service. Each client or carer receiving a service type during 2018-19 should be counted only once, regardless of how many times they accessed the service outlet in 2018-19.
- The number of people who received a service during 2018-19 is required, not just those who received a service in the 7-day reference week ending 30 June 2019.
- Service outlets should count the following:
 - Respite (4.05) – number of carers assisted including for referral, service co-ordinating, booking and arranging or the expenditure of ‘brokerage funds’.
 - Advocacy (6.01) – number of people who have received advocacy services in the reporting period.
 - Information/referral (6.02) – number of people making a request for information or referral.
 - Alternative formats of communication (6.05) – estimated number of people accessing the output from the service.
- It may not always be feasible to count the actual number of clients who received assistance from service outlets 6.01–6.05. Where this is not possible, service outlets are asked to estimate the number of clients who accessed the service outlet. For example, where there was a number of people who received a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people who benefited from the service.
- This data item refers to the number of clients or carers who received assistance from a particular service outlet type, not those clients ‘on the books’, ‘on waiting lists’, number of ‘beds’ or ‘places’ or who received a service in the reference week.
- A funded agency may receive funding from multiple sources—however for Disability Services Data Collection 2018-19 purposes, only those disability services provided to clients or carers using DSS funds should be counted.

Justification: To gain a greater understanding of the number of people assisted from DSS funded disability service outlets under the National Disability Agreement (NDA) for service planning and monitoring purposes.

Client Information

Information Requirements

All Supported Employment Service outlets (5.02) must provide client information for every client who received supported employment assistance during the 2018-19 financial year. This data provides information on the number and characteristics of the clients who accessed supported employment assistance during the 2018-19 financial year.

Respite (4.05), Advocacy (6.01), Information/referral (6.02), and Alternative formats of communication (6.05) services are **not** required to complete client Information.

The Client Information should be entered onto GovGPS at the time the client first accesses the service, and should be kept up to date thereafter.

If a client is exiting your service outlet, the Client Information on GovGPS must be updated before they are exited on GovGPS.

For the Disability Data Collection process, service providers are required to check the data items listed below for each client, and update or correct these data items if necessary.

1. Date of birth
2. Gender
3. Indigenous origin
4. Country of birth
5. Interpreter required
6. Communication method
7. Living arrangements
8. Client postcode
9. Residential setting
- 10a. Primary disability type
- 10b. Other significant disability type
11. Support needs (Frequency of Help / Supervision):
 - a. Self-care
 - b. Mobility
 - c. Communication
 - d. Interpersonal and relationships
 - e. Learning, applying knowledge and general tasks and demands
 - f. Education
 - g. Community (civic) and economic life
 - h. Domestic life
 - i. Working

Appendix A

Disability Services Data Collection 2018-19: List of Data Items

Service Outlet	Client (for Supported Employment Services only)	
1 Funded agency ID	1 Funded agency ID	21 Primary disability group ^b
2 Service type outlet ID	2 Service type outlet ID	22 Other significant disability group(s) ^b
3 Service type	3 Record ID	23 Support needs:
4 Service type outlet postcode	4 Statistical Linkage Key	23.1 Self-care ^b
5 Service type outlet SLA	5 Service start date	23.2 Mobility ^b
6 Service type outlet state*	6 Date service last received	23.3 Communication ^b
7 Service type outlet geographic area*	7 Service exit date	23.4 Interpersonal and relationships ^b
8 Funding jurisdiction	8 Main reason for cessation of services	23.5 Learning, applying knowledge and general tasks and demands ^b
9 Agency sector	9 Date of birth ^b	23.6 Education ^b
10 Full financial year operation	10 Birth date estimate flag	23.7 Community (civic) and economic life ^b
11 Weeks per year of operation ^a	11 Sex ^b	23.8 Domestic life ^b
12 Days per week of operation ^a	12 Indigenous status ^b	23.9 Working ^b
13 Hours per day of operation ^a	13 Country of birth ^b	24 Informal care arrangements:
14 Staff hours (reference week) ^a	14 Interpreter services required ^b	24.1 Carer – existence of ^c
15 Staff hours (typical week) ^a	15 Communication method ^b	24.2 Carer – relationship to client ^c
16 Number of clients ^{** a}	16 Living arrangements ^b	25 Receipt of Carer Allowance (Child) ^c
	17 Client's postcode ^b	26 Labour force status
	18 Client's state*	27 Main source of income ^c
	19 Client's geographic area*	28 Individual funding status
	20 Residential setting ^b	

Note:

* Derived from postcode.

** Not collected from Supported Employment outlets. This information is generated from GovGPS data.

a Denotes data item collected from disability service outlets via the Service Outlet PDF Form.

b Denotes data item on GovGPS which needs to be checked and updated by Supported Employment outlets.

c Denotes data item sourced from Department of Human Services administrative data.