



Australian Government

**Department of Families, Housing,
Community Services and Indigenous Affairs**

*Please read this document to assist you in
completing the Service Outlet and Consumer Forms*

**Australian Government
Disability Services Census 2009**

**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 Census 2009*. The data collected will inform national reporting purposes under the National Disability Agreement (previously the Commonwealth State Territory Disability Agreement).

Disability service outlets within the scope of this data collection are those which received funding in 2008-09 from the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) under the National Disability Agreement. FaHCSIA funded a range of service types in 2008-09. These are described below:

5.02 Supported Employment Services

Supported Employment Services are commercial businesses that provide employment for people with significant disability in a supported environment. These services are also known as Australian Disability Enterprises.

5.04 Targeted Support

Targeted Support provides structured training and support to people with disability to work towards social and community participation, including opportunities to develop skills or retrain for paid employment.

6.01 Advocacy Services

Advocacy Services assist people with disability to overcome barriers that impact on their daily life and their ability to participate in the community. Service provision focuses on six different models of advocacy: self-advocacy; individual advocacy; citizen advocacy; family advocacy; legal advocacy; and systemic advocacy. The adoption of a range of advocacy models enables advocacy services to deliver flexible and responsive services to meet the needs of people with disability.

6.02 Disability Information and Captioning Services

Disability Information and Captioning Services facilitate access to information by people with disability, their families, carers and professionals, and include services to provide the information necessary to enable people with disability to live full lives in their communities. This includes captioning of all the elements of media entertainment (e.g. television programs, DVDs, cinema) for people who are deaf and/or hearing impaired.

6.05 Print Disability Services

Print Disability Services provide alternative format materials to people, who, because of their disability, are unable to read, hold or manipulate printed materials in standard form. These alternative formats include Braille, large print, audio recordings, computer discs and electronic text.

The *Disability Services Census 2009* collects information on the *outlet* operations of all FaHCSIA-funded disability service outlets on the Service Outlet Form and every *consumer* who accessed Supported Employment Services on the Consumer Form.

Targeted Support outlets are *not* required to complete a Service Outlet Form or Consumer Forms for the *Disability Services Census 2009* as these services were transferred to the relevant State or Territory jurisdiction on 1 October 2008.

The Data Guide includes only those data items not currently available in the FaHCSIA Online Funding Management System (FOFMS) or through Centrelink. The Data Guide provides detailed information about every data item collected from disability service outlets. For each data item, the following information is provided:

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

All of the data items included in the *Disability Services Census 2009* are listed at Appendix A. All these data items are required for national reporting purposes under the National Disability Agreement.

Disability service outlets are required to provide *Disability Services Census 2009* data to FaHCSIA by close of business 24th July 2009.

Please read this document as it will help you to complete the Service Outlet Form and Consumer Forms for the Disability Services Census 2009.

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

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

SERVICE OUTLET FORM

BEFORE YOU BEGIN...

The reference date for the *Disability Services Census 2009* is **Tuesday 30 June 2009**. The information supplied must be in relation to this date. If your service outlet is not open on this date, choose an alternative typical day in the 7-days prior to the reference date, Wednesday 24 June to Tuesday 30 June 2009.

INFORMATION REQUIREMENTS

All FaHCSIA-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 types of services being received by consumers under the National Disability Agreement.

The exception is Targeted Support outlets (5.04). These service outlets are not required to complete the Service Outlet Form.

If the service outlet type is Advocacy (6.01), Disability Information and Captioning (6.02) or Print Disability (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 A: CONTACT DETAILS

Please provide the name of an appropriate contact officer in the space provided on the Service Outlet Form, together with their phone number, fax number and email address. Please note that 'appropriate contact officer' means someone who is involved in completing the forms, rather than the administrative head of the service outlet.

PART B: SERVICE OUTLET DETAILS

This information will be automatically generated from the FaHCSIA Online Funding Management System (FOFMS). It includes the organisation name and ID, service name, agreement schedule ID, service outlet type, state and postcode.

PART C: 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

- This data item is seeking information about the usual weeks of operation of a service outlet.
- 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.
- 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.

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

- This data item is seeking information about the usual days of operation of a service outlet.
- 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.

- 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.

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

- This data item is seeking information about the usual hours of operation of a service outlet.
- 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 but is only open for consumers between 10am–3pm, then your service outlet should record that it operates 5 hours per day.
- 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.

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

PART D: STAFFING

4. STAFF HOURS (REFERENCE WEEK)

Question: What was the total number of hours worked in the 7-day reference week ending 30 June 2009 by paid and unpaid staff of the service outlet?

Defined as: The total number of actual hours worked in the 7-day reference week ending 30 June 2009, by paid and unpaid staff of the service outlet.

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 2009 worked by paid and unpaid staff.
- Staff hours should be rounded up to the nearest whole hour.
- Please record actual staff hours worked, **not** full time equivalent or rostered staff hours.
- Inclusions and exclusions for the calculation of actual staff hours worked on behalf of this service outlet:

Include:

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

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
-
- 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.

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.

Where staff hours worked in the reference week are DIFFERENT to the staff hours worked in a typical (average) week, PLEASE COMPLETE Question 5.

Where staff hours worked in the reference week are SIMILAR to the staff hours worked in a typical (average) week, PLEASE GO TO Question 6.

5. STAFF HOURS (TYPICAL WEEK)

Question: What is the total number of hours worked in a typical (average) week by paid and unpaid staff of the service outlet?

Defined as: The total number of hours worked in a typical or average week by paid staff of the service outlet.

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 type outlet.
- Staff hours should be rounded up to the nearest whole hour.
- Please record the typical (average) staff hours worked, **not** full time equivalent or rostered staff hours.
- 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, clerical and administration staff
- Staff hours worked as paid overtime and any unpaid hours worked
- Staff hours spent on travelling to a location to assist/visit a consumer
- Staff hours spent transporting consumers
- Staff hours spent on meetings and training
- Hours spent by board members at the service outlet or at committee meetings

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
- For agencies with multiple service outlet types, 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.

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.

**If your service outlet type is Advocacy (6.01),
Disability Information and Captioning (6.02) or Print Disability (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 Consumer Form
available through the FOFMS Portal.**

6. NUMBER OF CONSUMERS ASSISTED

Question: How many consumers received assistance from this service outlet during the 2008-09 financial year?

Defined as: Total number of consumers who received assistance from a particular service outlet during the 2008-09 financial year.

Classification: 1–99999

Guide for use

- This data item refers to the number of consumers who received assistance from a particular service outlet type, not those consumers 'on the books', 'on waiting lists', number of 'places' or who received a service in the reference week.
- The total number of individual consumers assisted is required, not instances of service. Each consumer receiving a service type during 2008-09 should be counted only once, regardless of how many times they accessed the service outlet in 2008-09.
- It may not always be feasible to count the actual number of consumers who received assistance from service type outlets 6.01–6.05. Where this is not possible, service outlets are asked to estimate the number of consumers who accessed the service outlet type. 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.
- A funded agency may receive funding from multiple sources—however for *Disability Services Census 2009* purposes, only those disability services provided to consumers using FaHCSIA funds should be counted.

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

CONSUMER FORM

INFORMATION REQUIREMENTS

All Supported Employment Service outlets (5.02) must complete a Consumer Form for every consumer who received supported employment assistance during the 2008-09 financial year.

Do not provide information about the consumers on your 'waiting list' or those consumers the service outlet has accepted but have not yet started employment at the service outlet. This information is being collected in order to gain a complete and accurate picture of the characteristics of the consumers who accessed supported employment assistance during the 2008-09 financial year.

Targeted Support (5.04), Advocacy (6.01), Disability Information and Captioning (6.02) and Print Disability (6.05) services are not required to complete Consumer Forms.

1. RESIDENTIAL SETTING

Question: What is the consumer's usual residential setting?

Defined as: The type of physical accommodation in which the consumer usually resides.
(‘Usual’ means 4 or more days per week on average)

Classification:

- 1 Private residence
- 2 Residence within an Aboriginal/Torres Strait Islander community
- 3 Domestic-scale supported living facility (e.g. group home)
- 4 Supported accommodation facility (e.g. institution, hostel)
- 5 Boarding house/private hotel
- 6 Independent living unit within a retirement village
- 7 Residential aged care facility (nursing home or aged care hostel)
- 8 Psychiatric/mental health community care facility
- 9 Hospital
- 10 Short-term crisis, emergency or transitional accommodation facility
- 11 Public place/temporary shelter
- 12 Other

Guide for use

- This data item should be used to record the 'usual' residential setting in which the consumer lives while receiving services from the service outlet.
- If it is difficult to determine a 'usual' residential setting in 2008-09, please record the residential setting of the consumer during the reference week, Wednesday 24 June to Tuesday 30 June 2009.
- **Private residence**—refers to private residences which include a wide range of dwelling types, such as houses, flats, units, caravans, mobile homes, etc. Private residences may be owned or rented (publicly or privately).
- **Residence within an Aboriginal/Torres Strait Islander community**—should be used for consumers living in this type of setting, regardless of whether the residence is a private residence or public place/temporary shelter. Consumers living in residences within a Torres Strait Islander community should also be recorded here.
- **Domestic-scale supported living facility**—refers to community living settings in which consumers reside in a house that provides support in some way by staff or volunteers, such as group homes. Domestic-scale supported living settings may or may not provide 24-hour care and supervision.
- **Supported accommodation facility**—refers to settings in which consumers reside in an accommodation facility which provides board or lodging for a number of people and which has support services provided on what is usually a 24-hour basis by rostered support workers. Examples include hostels and small and large institutions for people with disability.
- **Psychiatric/mental health community care facility**—refers to community care units which provide accommodation and non-acute care and support to people with a mental illness or psychological disabilities.
- **Public place/temporary shelter**—includes public places such as streets and parks, as well as temporary shelters such as bus shelters or camps and accommodation outside legal tenure arrangements, such as squats.

Justification: This data item can be used to assist in comparisons with data from the five-yearly national Census of Population and Housing conducted by the Australian Bureau of Statistics and to assist in analyses of de-institutionalisation policies and practices.

2. SUPPORT NEEDS

Question: How often does the consumer need personal help or supervision with activities or participation in the nine main life areas?

Defined as: The need for personal help or supervision in each of the areas of:

- a **Self care** (e.g. eating, toileting, bathing, and dressing)
- b **Mobility** (e.g. around the home or away from home, including the ability to use transport or drive a motor vehicle)
- c **Communication** (e.g. making self understood and to understand strangers/family/friends/staff, in the person's native language or most effective method of communication if applicable)
- d **Interpersonal interactions and relationships** (e.g. actions and behaviours needed to make and keep friends and relationships, behaving within accepted limits and coping with feelings and emotions)
- e **Learning, applying knowledge and general tasks and demands** (e.g. understanding new ideas, remember, solve problems, make decisions, pay attention, undertake single or multiple tasks and carry out daily routines)
- f **Education** (e.g. undertaking the behaviours and tasks an individual needs to perform at school, college or any educational setting)
- g **Community (civic) and economic life** (e.g. participating in recreation and leisure, religion and spirituality, human rights, political life and citizenship and economic life such as handling money)
- h **Domestic life** (e.g. undertaking activities such as shopping, organising meals, housekeeping, cooking and home maintenance but does not include care of household members, animals or plants)
- i **Working** (e.g. undertaking the actions, behaviours and tasks needed to obtain and retain paid employment)

Classification: The consumer can undertake activities or participate in this life area with this level of help or supervision.

- 1 **Unable to do or always needs help** or supervision
- 2 **Sometimes** needs help or supervision
- 3 **Does not need** help or supervision but **uses aids** and/or equipment

4 **Does not need** help or supervision and **does not use aids** and/or equipment

5 **Not known**

Guide for use

- This data item records information about the consumer's need for help or supervision in their overall life to enable comparison across service types.
- The need must be due to the consumer's disability, and should be ongoing (have lasted or be expected to last for 6 months or more). It must relate to the extent of need over and above that which would be usually expected due to their age, i.e. it should be evaluated in relation to a person of the same age without disability.
- Where a life area includes a range of examples, e.g. domestic life includes cooking, cleaning and shopping, if a person requires support in any of the areas then the highest level of support should be recorded.
- Where support needs vary markedly over time e.g. episodic psychiatric disability please record the level of support needed during the reference week, Wednesday 24 June to Tuesday 30 June 2009.
- Animals used for personal mobility (i.e. guide dogs) are generally considered to fall into the category of aids and/or equipment. Also included within this category are wheelchairs, prosthetic and orthotic devices, etc.
- A consumer who will never be able to study due to disability, should record the level of support needs that would be required in order to study.

Examples include:

- A consumer, aged between 15 and 64 years, with a severe intellectual disability with associated physical disability and challenging behaviour might be coded as 'unable to do or always needs help or supervision' in all life areas.
- Some psychiatric conditions may result in a code of 'sometimes needs help or supervision' for interpersonal interactions and relationships and working, and a code of 'does not need help or supervision and does not use aids and/or equipment' for other life areas.

Justification: To assist in analysing usage patterns and service access, and relate to disability population data published by the Australian Bureau of Statistics. Comparisons with other service outlet types, such as between Open Employment (5.01) and Supported Employment (5.02), could demonstrate differences in access patterns for people with specific support needs. Analysis based on this data item and others, such as residential setting and primary disability group could provide indications of other relationships relevant to service provision.

This data item is also designed to be consistent with the International Classification of Functioning, Disability and Health (ICF) 2001.

APPENDIX A

Disability Services Census 2009: List of Data Items

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

Note:

* Derived from postcode.

** Not collected from Supported Employment outlets. This information is available in FOFMS.



Denotes data item is collected from disability service outlets