



Australian Government

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

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

2008
Australian Government
Disability Program Information Collection

Data Guide:
Data Items and Definitions

Preface

This Data Guide is designed to assist all those involved in supplying data for the 2008 Australian Government Disability Program Information Collection.

The Data Guide only include data items not currently available in FOFMS and provides definitions, classifications, comments and justifications for the inclusion of each data item in the Service and Consumer forms.

Please read this document as it will help you to complete the Disability Program Information Collection.

If you have any comments, suggestions or queries on the data definitions, please contact the Disability Program Information Collection Help desk on 1800 550 244, or feel free to provide them in the comments section of your return.

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SERVICE OUTLET FORM

Before you begin...

Please check that your service will be open on 30 June 2008. The reference date is 30 June 2008. Snapshot information must be in relation to this date. If your service will not be open on snapshot day, choose an alternative typical day within the snapshot week, Tuesday 24 June to Monday 30 June 2008.

2008 Requirements

Employment services (5.02 Supported employment and 5.04 Targeted Support) must complete service form questions 1 through 5 as well as providing a completed consumer form for each consumer who received disability employment assistance, including Case Based Funding consumers, between 1 July 2007 and 30 June 2008.

If your service outlet type is Respite (4.05), Disability Information and Captioning (6.02) or Print Disability (6.05) complete questions 1 through 6 of the service form.

If your service outlet type is Advocacy (6.01), complete questions 1 through 6 of the service form.

Please answer **ALL** questions unless instructed otherwise.

Where a **paper-based form** is completed, service providers should keep a copy of the form and check the following:

LABEL

Please check that the details printed on the label of the accompanying **form** are correct, including the service type.

The service types, as determined by the Australian Institute of Health and Welfare, that are relevant to the Australian Government (FaHCSIA) are coded as follows:

RESPITE

4.05 FaHCSIA Funded Respite Care

FaHCSIA 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.

EMPLOYMENT

Services which provide employment assistance to people with a disability to assist them in obtaining and/or retaining employment.

5.02 Supported Employment Services

Services which provide support and employment to people with a disability. Also known as business services.

5.04 Targeted Support

Services which provide people with disability structured training and support to work towards social and community participation or opportunities to develop skills, or retain, for paid employment.

Advocacy, Disability Information and Captioning, and Print Disability

6.01 Advocacy

Advocacy services are 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. There are two broad categories of advocacy:

- individual advocacy (examples may include self advocacy and citizen advocacy services); and
- systemic advocacy.

6.02 Disability Information and Captioning

Disability Information and Captioning services provide specific information about disabilities, specific and generic services equipment, and promote the development of community awareness as well as captioned videos for people who are deaf or hearing impaired.

6.05 Print disability

Print disability services provide alternative format materials to people, who, because of their disabilities, are unable to read, hold or manipulate printed materials in standard form.

Comment: The above categories represent those service types relevant to Australian Government funded services only. There are more categories, not listed here, which are relevant to State and Territory Governments.

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 telephone number, fax number and e-mail address if available. 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 INFORMATION

Agency Sector

Defined as: The type of government or non-government sector to which the funded agency (or service type outlet) belongs.

Classification:

	Government
1	Commonwealth
2	State/territory
3	Local

Non-government

- 4 Income tax exempt (charity)
- 5 Non-income tax exempt

Guide for use

- Charities are not automatically exempt from income tax. There is an endorsement system under which they should apply to the Australian Tax Office (ATO) to be endorsed as income tax exempt.
- **Income tax exempt charity:** an Income Tax Exempt Charity is a charity that has been endorsed by the ATO as exempt from income tax. As well as being exempt from paying income tax, an Income Tax Exempt Charity does not have to lodge income tax returns unless specifically requested to do so by the ATO (www.ato.gov.au).
- **Non-income tax exempt charities:** charities that are not endorsed by the ATO being exempt from paying income tax are classified as non-income tax exempt (code 5).
- Where a service type outlet has a formal relationship with a higher level funded agency then the agency sector of the higher level funded agency should generally be recorded.
- Service type outlets should verify—and correct where necessary—the agency sector the funding department has assigned to their service type outlet.

Comment:

This question does not relate to where your funding comes from.

Justification:

This data item can be used to provide a comparative break-up of the funding provided to the government and non-government sectors, and to enable analysis between and within these sectors.

PART C: OPERATIONS

1. FULL FINANCIAL YEAR OPERATION

Defined as: Whether the service operated (was funded) for the full financial year.

Classification:

1	Yes
2	No

Comment: If your service commenced receiving funding during the current financial year but intends to operate for 52 weeks per year, please record 'No' for this item.

Justification: This question is useful for explaining variation in consumer numbers over the 2007/2008 financial year.

2. WEEKS OF OPERATION PER YEAR

Defined as: The number of weeks per year that the service usually operates (full week).

Classification: Enter whole number of weeks of operation (valid numbers 1 to 52).

Comment: Services which have no regular pattern of operation should tick the 'no regular pattern of operation' box only.

This data item is seeking information about the usual weeks of operation of the service, not the amount of time the service is staffed.

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

3. DAYS OF OPERATION PER WEEK

Defined as: The number of days (or part days) per week that the service usually operates, rounded to the nearest half day.

Classification: Enter number of days of operation (valid numbers 0.5 to 7).

Comment: Services which have no regular weekly pattern of operation should tick the 'no regular pattern of operation' box only.

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

4. HOURS OF OPERATION PER DAY

Defined as: The number of hours per day that the service usually operates ('Normal Hours', not on-call time), rounded to the nearest half hour.

Classification: Enter hours of operation (valid numbers 0.5 to 24).

Comment: Services which have no regular daily pattern of operation or which have different weekday and weekend patterns should tick the 'no regular daily pattern' box (e.g. flexible hours, on-call) only.

Services no longer operating should indicate hours of operation per day while they were still operating.

Please do not provide the number of hours per week for this question.

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

PART D: STAFFING

5. STAFF HOURS - for the reference week ending on 'snapshot day' (i.e. from Tuesday, 24 June 2008 up to and including Monday, 30 June 2008)

Defined as: The total hours worked by all staff, including volunteers and contract staff, for the reference week ending on the selected snapshot day.

Where staff hours for the reference week are NOT similar to a typical operating week, please also complete total hours

worked by staff in a typical 7 day week.

For agencies with multiple service outlets (and where staff hours per service outlet are not known), all staff should be apportioned across outlets, if applicable. Only record those staff hours apportioned to a particular outlet on its service form.

Respite services: provide overall staff hours. Do not apportion staff hours to FaHCSIA funding.

Separate figures should be entered for each applicable category of staff in the classification below:

Direct support staff is those who have direct contact with consumers in a support role. This will include coordinators and other staff who spend a major portion of their time in direct consumer contact.

Indirect support staff is those who have no, or only a minimal, direct supporting role e.g. clerical staff, training personnel, board members, cleaners etc.

Classification: Paid staff (*paid hours worked by staff including contract staff*)
- direct support staff
- indirect support staff

Unpaid staff (*unpaid hours worked by staff or volunteers*)
- direct support staff
- indirect support staff

For services completing manual returns please write numbers to indicate your answer, one number per box, with completed numbers finishing in the right hand box, e.g.

--	--	--	--

 5 2

If your answer is 'none' or 'nil', place a dash in the right hand box, e.g.

			-
--	--	--	---

Comment: Please enter hours, not full time equivalent, and ensure these hours are actual hours worked, not rostered.

Include:

- board members and committees, if they work/meet during that week.
- staff receiving training.
- overtime and any unpaid hours worked.
- hours to run a method of transport for consumers.

Exclude:

- staff on leave.
- staff hours normally worked in positions that are currently vacant.

Justification: 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 organisations.

**IF YOUR SERVICE OUTLET TYPE IS:
Respite (4.05), Disability Information and Captioning (6.02) or Print Disability (6.05),
PLEASE COMPLETE Question 6,
but DO NOT complete the consumer form.**

**IF YOUR SERVICE OUTLET TYPE IS:
Advocacy (6.01), PLEASE DO NOT complete Question 6 and
DO NOT complete the consumer form.**

**IF YOUR SERVICE OUTLET TYPE IS:
Employment (5.02, 5.04),
Please proceed directly to the consumer form and
DO NOT complete Question 6.**

6. TOTAL NUMBER OF CONSUMERS OR CARERS assisted from FaHCSIA funding in 2007/2008

Defined as: Total number of consumers or carers assisted from FaHCSIA funding by Respite, Print Disability or Disability Information and Captioning services during the 2007/2008 financial year.

Classification: Please provide numbers to indicate your answer. When completing manual forms, enter one number per box, with all numbers finishing in the right hand box.

Where the figure is an estimate, please indicate in the estimate box provided.

Comment: Respite, Print Disability and Disability Information and Captioning services ONLY.
Respite services: assistance provided to carers includes referral, service co-ordinating, booking and arranging or the expenditure of 'brokerage funds'.
Due to the nature of work of Print Disability and Disability Information and Captioning services, it is recognised that figures provided are likely to be estimates.
Consumers/carers who are assisted on more than one occasion during the 2007/2008 financial year are only to be counted once.

Justification: To gain a greater understanding of numbers of consumers/carers assisted from FaHCSIA funding by Respite, Print Disability and Disability Information and Captioning Services.

CONSUMER FORM

The purpose of the consumer form is to collect information on 'consumers', i.e. people with a disability who receive support from your service.

Advocacy (6.01), Respite (4.05), Disability Information and Captioning (6.02), and Print Disability (6.05) services are not required to complete consumer forms.

Employment services (5.02 and 5.04): **Please complete service outlet and consumer form. In the consumer form, please include all consumers who received support from your service during the 2007/2008 financial year, regardless of whether or not they actually received support on Monday, 30 June 2008.**

Include:

- any consumer provided with support (other than applicant support) in the 2007/2008 financial year. This includes those consumers funded under Case Based Funding (including AWT places) or those that may have been inactive as at 30 June 2008.
- any consumer you consider to be an independent worker, who did not receive support during 2007/2008 but whose last episode of support was within the last 24 months.

Exclude:

- any consumer on your waiting lists.
- any consumer accepted but has not yet commenced receiving support from your service.

For consistency purposes, all forms should be completed by the service provider.

PLEASE NOTE: Where **paper-based forms** are completed, service providers should either keep a copy of the forms, or cross-reference the Client ID inserted on each consumer form with their own records of each person. This makes it easier to locate the appropriate record should any responses require clarification.

D.2 REASON FOR EXITING SERVICE (For consumer not 'on the book' on 30 June 2008)

Defined as: The reason the consumer stopped receiving assistance from your service.

- Classification:**
- 1 Assistance no longer required – moved to mainstream services
 - 2 Assistance no longer required – other (the consumer may be managing on their own)
 - 3 Accommodation placement – broke down
 - 4 Consumer needs have increased, other service type required
 - 5 Services terminated due to budget/staffing constraints
 - 6 Services terminated due to Occupational Health and Safety reasons
 - 7 Consumer moved out of area

- 8 Consumer died
- 9 Consumer terminated service
- 10 Other.

Comment: Only respond where the consumer is 'not on the books' on 30 June 2008

Code 6 indicates that the service terminated support to the consumer as a result of OH&S issues. Issues may be service or consumer related.

Justification: Reason for cessation of service provides information about the circumstances surrounding the ending of a consumer's receipt of service. This data item contributes to a general understanding of the patterns of transition and consumer movement into and out of support services.

4. INDIGENOUS ORIGIN

Defined as: Self-defined as in the ABS 'working definition', i.e. the consumer self-identifies as being of Aboriginal and/or Torres Strait Islander origin.

Classification:

- 1 No
- 2 Yes – Aboriginal origin and/or Torres Strait Islander origin
- 3 Not known.

Comment: Responses must not be based on the perceptions of anyone other than the consumer, or their advocate. Visual assessment by the service provider is not a reliable or acceptable method.

The term 'Indigenous origin' does not include 'South Sea Islander origin'. People of 'South Sea Islander origin' should be recorded as code 1, 'No'.

Justification: There is a strong case for ensuring that information on peoples of Aboriginal and Torres Strait Islander origin is collected for planning, evaluation, and delivery of essential services. Accurately and consistently monitoring any inequalities in service access and wellbeing between people of Indigenous origin and others in Australia is particularly important, as is accounting for government expenditure in this area.

6a. INTERPRETER SERVICES REQUIRED

Defined as: Requirement for interpreter services as perceived by the person seeking assistance.

- Classification:**
- 1 Yes – for spoken language other than English
 - 2 Yes – for non-spoken communication
 - 3 No

Comment: This question relates to interpreter services for languages other than English, as well as interpreter services required because a consumer uses sign language or other forms of non-spoken communication.

Justification: Whether or not interpreter services are required is an important indicator of potential barriers to social integration, particularly in conjunction with data on Country of birth and Communication method.

8. RESIDENTIAL SETTING

Defined as: The type of physical accommodation in which the consumer usually resides ('usually' being an average of four or more days per week).

Classification:

1	Private residence	May be owned or rented (publicly or privately). Refers to private residences such as houses, flats, units, caravans, mobile homes, boats etc.
3	Domestic-scale supported living facility	Community living settings that provide support by staff or volunteers. Includes group homes, community residential or cluster apartments, congregate care. Not necessarily 24 hour supervision and care. Usually for less than 7 people.
4	Supported accommodation facility	Accommodation facilities (usually for 7 or more people) which provide board and have support services on what is usually a 24 hour basis by rostered care workers.
5	Boarding house/private hotel	
6	Independent living unit within a retirement village	
7	Residential aged care facility	Hostels and nursing homes for the aged.
8	Psychiatric/mental health community care facility	Community care units providing accommodation and non-acute care and support on a temporary basis to people with mental illness or psychological disabilities.
10	Short term crisis, emergency or transitional accommodation facility	E.g. night shelters, refuges, hostels for the homeless, halfway houses.
12	Other	Other forms of accommodation setting not categorised above.

Comment: Residential Setting must relate to the same place described in consumer state and postcode and Living Arrangements (Question 8a).

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

8a. LIVING ARRANGEMENTS

Defined as: Whether the consumer lives alone or with other related or unrelated persons.

Classification:

1	Lives alone
2	Lives with family
3	Lives with others
4	Not known.

Comment: Living Arrangements must relate to the same place described in Consumer Suburb/Postcode and Residential Setting.

Lives with family include parents, partner, male and female relatives and foster family.

Lives with others include sharing with friends or a carer (where the carer is not a family member).

The expressed views of consumers living in residential settings should be used to determine whether they live alone or with others.

Justification: Collection of this data item will enable the investigation of links between living arrangements and service utilisation (e.g. are people who live alone more likely to access services?). The use of living arrangements as an indicator of potential in-home support, and the ability to relate it to ABS data, is also useful for planning purposes.

This data item can also relate to consumer support needs.

CARER ARRANGEMENTS

8b. CARER – EXISTENCE OF and CARER – ASSISTANCE TO USERS

Defined as: Whether someone, such as a family member, friend or neighbour, has been identified as providing regular and sustained care and assistance to the consumer.

The carer assistance to the service user in the areas of self-care, mobility or communication.

Note: This question refers to informal carers. Informal carers include those who receive a pension or benefit for their caring role but do not include paid workers or volunteers organised by formal services.

Classification:

1	Yes with a carer <i>and</i> carer provide care or assistance to the consumer.
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- 2 Yes with a carer *and* carer does not provide care or assistance to the consumer.
- 3 No carer
- 4 Not known

Comment: If 'No carer' or 'Not known' are selected do not answer Question 8c. to 8e. A carer is someone who provides a significant amount of care and/or assistance to the consumer on a regular and sustained basis. That is, care or assistance is ongoing or likely to be ongoing for at least six months. This data item is purely descriptive of consumers' circumstances. The expressed views of the consumer or their carer should be used to determine the response to this question. Note: a carer may not live with the person for whom they care.

It is recognised that two or more people may equally share that caring role however, for the purposes of this collection, characteristics are only requested for one of these informal carers.

Justification: Ongoing recognition of the critical role that informal support networks play in caring for people with disabilities in the community. Increasing interest in the needs of carers and the role they play has promoted greater interest in collecting more reliable and detailed information about carers and the relationship between informal care and the provision of and need for formal services.

To further identify the role of a carer, this data element asks whether the carer provides carer or assistance in the areas of self-care, mobility or communication.

8c. CARER – LIVING WITH THE USER

Defined as: Whether the carers live in the same household as the service user.

Classification:

- 1 Yes
- 2 No
- 3 Not applicable – no carer

Justification: Carer co-residency information helps to establish a profile of the characteristics of informal carers and as such increase knowledge about the dynamics and patterning of the provision of informal care.

8d. CARER – RELATIONSHIP TO CONSUMER

Defined as: The relationship of the carer to the person for whom they care.

Classification:

- 1 Wife/female partner
- 2 Husband/male partner
- 3 Mother
- 4 Father
- 5 Daughter
- 6 Son

- 7 Daughter-in-law
- 8 Son-in-law
- 9 Other female relative
- 10 Other male relative
- 11 Friend/neighbour - female
- 12 Friend/neighbour – male
- 13 Not applicable – no carer

Comment: Only answer this item if response to 8b was ‘Yes’. In answering this question, complete the sentence ‘The carer is the consumer’s ...’.

If a person has more than one carer (e.g. a spouse and a son), the response should indicate the carer who provides the most significant care and assistance related to the person’s capacity to remain living in their current environment. The expressed views of the consumer and/or their carer or significant other should be considered to be the primary carer in this regard.

Wife/female partner and husband/male partner includes married, defacto and same sex partners who are carers.

Mother/father includes foster parents.

Justification: Information about this relationship assists in the establishment of a profile of informal caring relationships and the assistance provided to maintain and support those relationships. As such, it provides an insight into and inter-generational patterns of informal care giving in the community.

Enables CSTDA National Minimum Data Set (NMDS) data to be compared with ABS population data and facilitates the estimation of unmet need, particularly among ageing parents and very young carers.

8e. CARER – AGE GROUP

Defined as: The age group of the carer.

- Classification:**
- 1 Less than 15 years
 - 2 15-24 years
 - 3 25-44 years
 - 4 45-64 years
 - 5 65 years and over
 - 6 Not applicable – no carer

Justification: Information about the age group of the carer assists in the establishment of a profile of informal caring relationships and the assistance provided to maintain and support those relationships.

9a. OTHER SIGNIFICANT DISABILITY GROUP(S)

Defined as: Disability group(s) (other than that indicated as being primary) that also express the experience of disability by the consumer and/or cause difficulty.

All appropriate categories should be indicated, other than that of the primary disability group. For example, a consumer with a primary disability group of acquired brain injury, who also requires support in aspects of their life due to a psychiatric disability, should be counted against code 9 below. Acquired brain injury would not be indicated for this example, as it has already been reported in the previous question as the primary disability group.

Classification:

1	Intellectual
2	Specific learning/Attention Deficit Disorder (excluding intellectual)
3	Autism
4	Physical
5	Deaf blind
6	Vision
7	Hearing
8	Speech
9	Psychiatric
10	Neurological
11	Acquired Brain Injury.

Justification: To enable a more complete picture of the number of people, within the major disability groupings, than would otherwise be available with 'primary disability group' only. In conjunction with information from 'primary disability group', it permits a far more detailed description of the person's disability, both as additional specific conditions and as conditions associated with the primary condition.

10. SUPPORT NEEDS

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

- 10a) **Self care** (e.g. eating, toileting, bathing, and dressing).
- 10b) **Mobility** (e.g. around the home or away from home, including the ability to use transport or drive a motor vehicle).
- 10c) **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).
- 10d) **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).
- 10e) **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).
- 10f) **Education** (e.g. undertaking the behaviours and tasks an individual needs to perform at school, college or any educational setting).

- 10g) **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).
- 10h) **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).
- 10i) **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 in this life area.
- 2 **Sometimes** needs help/supervision in this life area.
- 3 **Does not need** help or supervision in this life area but **uses aids** and/or equipment.
- 4 **Does not need** help or supervision in this life area and **does not use aids** and/or equipment.
- 5 **Not known.**

Comment: This question records information about a person's need for help or supervision in their overall life to enable comparison with population data across CSTDA-funded service types.

The need for help or supervision in a particular area may, or may not, be directly relevant to the service being provided. This also means that some areas may appear less appropriate for an individual person than other areas, since they are intended to cover people with any of the disability groups and in any service type.

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 usually be expected due to age, i.e. it should be evaluated in relation to a person of the same age without a disability.

Where support needs vary over time, record the level of support currently needed by the consumer.

Where the above life areas include a range of examples, if a consumer requires support in any of the areas then the highest level of support should be recorded.

Interpreters for language are considered to provide personal assistance; they are not considered aids and/or equipment.

Guide dogs and companion animals are considered to fall into the category of aids and/or equipment. Also included in this category are prosthetic devices, wheelchairs, transfer devices etc.

Example: A person aged between 16 and 64 years, with a severe intellectual disability with associated physical disability and challenging behaviour might be coded as 1 in all areas.

Some psychiatric conditions may result in code 2 for interpersonal skills and working and code 4 for other areas.

A person with no speech might be coded as 1 or 2 for communication and possibly code 3 or 4 for all other areas (note that in this example the data item on ability to communicate may indicate that the person has effective non-spoken communication).

Justification: To aid in analysing usage patterns and service access, and relate to ABS population data. Comparisons with other service types, such as between open and supported employment types, could demonstrate differences in access patterns for people with specific support needs. Analysis based on this data item and others, such as accommodation setting, living arrangements, disability group(s) and method of communication, 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. This classification is endorsed by the World Health Assembly.

11. MODE OF TRANSPORT

Defined as: Type of transport the consumers usually uses to get to and from work.

Classification:

1	Public Transport
2	Outlet Organised Transport
3	Private Transport
4	Taxi
5	Walk/Bicycle/Wheelchair
6	Unknown

Comment: Please select one of the classifications to indicate the mode of transport usually used by the consumer to get to and from work.

Justification: To ascertain the modes of transport most commonly used by disabled persons accessing employment services. This will give an indication of the costs involved in getting to and from work, and will help Government target monies toward transportation costs for the disabled.

12. ASSISTANCE WITH TRANSPORT

Defined as: Whether the consumer normally needs assistance getting to and from work.

Classification:

1	Yes
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Comment: Please select 'Yes' or 'No' to indicate whether or not the consumer normally needs assistance with getting to and from work.

Justification: To aid in analysing mode of transport and need for assistance data. Comparisons across service types (e.g., open, supported employment) could demonstrate differences in need for transport assistance.

14. MAIN INCOME SOURCE

Defined as: Main source of income of the consumer with a disability over the financial year.

Classification:

- 1 Centrelink payment
- 2 Other government income support (e.g. Dept of Veteran's Affairs, not superannuation)
- 3 Paid employment (includes income from the person's own business/partnership)
- 4 Compensation income
- 5 Other income (e.g. superannuation, investments etc.)
- 6 Nil income
- 7 Not known

Comment: This item refers to a consumer's own main source of income, not that of a partner or of other household members. It refers to the source by which a consumer derives most (equal to or greater than 50%) of his/her income throughout the financial year. Where a consumer has multiple sources of income and none are equal to or greater than 50%, the source which contributes the largest percentage should be counted.

If it is difficult to determine Main Source of Income over the financial year (it may vary over time) please report the consumers' Main source of Income during Census Week.

Justification: To provide an assessment of income equity, and to indicate broad employment status.

15. CARER ALLOWANCE (CHILD)

Defined as: Receipt of Carer Allowance (Child) by a parent or guardian if the consumer is aged less than 16 years.

Classification:

- 1 Yes
- 2 No
- 3 Not known.
- 4 Not applicable – consumer aged 16 years or over

Comments: The question is not asking about Carer Payment (formerly Carer Pension).

Justification: To assess the relationship between receipts of Carer Allowance (Child) and receipt of CSTDA funded services. In terms of range of items, including frequency of support needed.

SUPPORT INDICATOR

17. SUPPORT ON SNAPSHOT DAY – 30 June 2008

Defined as: Whether the consumer actually received support on 'Snapshot day', Monday, 30 June 2008. It does not include support provided to applicants or people on waiting lists.

Classification:

1	Yes
2	No

Comment: Support may be either 'face-to-face' or through individual job search, telephone contact, etc.

The total number of consumers marked 'Yes' will be used to calculate the number of consumers who actually received support from your service on 30 June 2008 (Snapshot day).

Note: If your service outlet will not be open on 30 June 2008, choose an alternative typical day within the snapshot week, Tuesday, 24 June to Monday, 30 June 2008.

Justification: To examine consumer data on a specified day. To derive performance information required under the 2007-2008 Funding Agreement for Disability Employment Assistance.

19 EMPLOYED 2007/2008 FINANCIAL YEAR

Defined as: Whether the consumer was employed in the 2007/2008 financial year.

Classification:

1	Yes
2	No.

Comment: Identifies whether the consumer was employed while 'on the books' of your service during the 2007/2008 funding year.

Justification: To examine the consumers duration of employment. To derive performance information required under the 2007-2008 Funding Agreement for Disability Employment Assistance.

21. PERIOD OF EMPLOYMENT DURING A TYPICAL WEEK

Defined as: The number of days, in a typical week a consumer has worked during The 2007/08 financial year

Classification:

1	1 day
2	2 days
3	3 days

4	4 days
5	5 days
6	6 days
7	7 days

Justification: To gain a greater understanding of patterns of consumers employment over time. To derive performance information required under the 2007-2008 Funding Agreement for Disability Employment Assistance.

22. AVERAGE STANDARD HOURS WORKED PER WEEK

Defined as: The standard number of hours worked per week by the consumer during the 2007/2008 financial year

If standard hours vary, estimate average standard hours.

Classification:

1	1 hour
2	2 hours
3	3 hours
4	4 hours
5	5 hours
6	6 hours
7	7 hours
8	8 hours
9	9 hours
10	10 hours
11	11 hours
12	12 hours
13	13 hours
14	14 hours
15	15 hours
16	16 hours
17	17 hours
18	18 hours
19	19 hours
20	20 hours
21	21 hours
22	22 hours
23	23 hours
24	24 hours
25	25 hours
26	26 hours
27	27 hours
28	28 hours
29	29 hours
30	30 hours
31	31 hours
32	32 hours
33	33 hours
34	34 hours
35	35 hours
36	36 hours
37	37 hours

38 38 hours
39 39 hours
40 40 hours

Comment:

Where a person has had more than one job during the reporting period, it is necessary to calculate an average of the total hours and duration of employment.

To illustrate the method for calculating the average hours and employment duration, two examples are given below. The first is where a person has two jobs that are consecutive, and a second where the two jobs are concurrent. Details of the two jobs are:

Job 1	2 months (or 8 weeks) for 15 hours per week
Job 2	3 months (or 13 weeks) for 20 hours per week.

Example 1 Consecutive Jobs

a) *Duration*

Where Job 1 and Job 2 are consecutive the duration is the sum of both periods.

3 months + 2 months = 5 months.

b) *Average Hours per Week*

In a case where Job 1 and Job 2 are consecutive, the method to calculate the average hours is given below:

<u>Sum of number of hours worked</u>	=	<u>120 hours</u>
<u>+ 260 hours</u>		
Sum of duration (weeks)		21 weeks
hours/week	=	18

c) *Answer*

In this case, the person would be recorded as being employed for an average of 18 hours/week for a period of 5 months, during the report period.

Note: When calculating average hours, the duration is termed in weeks for greater accuracy.

Example 2 Concurrent Jobs

a) *Duration*

For concurrent jobs, the employment duration is the period of time the person is in continuous employment, irrespective of any overlapping time. The period of time where jobs overlap is not counted. Thus, using the example of the two jobs given above, if both jobs started on the same date, the total employment duration would be recorded as **three months**.

b) *Average hours per week*

Where jobs are concurrent the average hours per week are calculated by dividing the sum of hours worked by the period of continuous employment (**not the sum of duration of both jobs**).

Sum of hours worked =
120 hours + 260 hours
Duration of continuous employment
13 weeks

= 30 hours/week

c) *Answer*

In this case, the person would be recorded as being employed for an average of 30 hours/week over a three month period.

Justification: To examine the employment patterns of consumers in conjunction with other indicators and for comparisons with ABS data. To derive performance information required under the 2007-2008 Funding Agreement for Disability Employment Assistance.

If the consumer is **NOT** 'on the books' of your service on
30 June 2008, **FINISH HERE.**
Otherwise, **PLEASE CONTINUE.**

23. PHASE

Defined as: The status of the consumer in the service outlet on 30 June 2008.

Classification: 1 **Worker:**

(Note: A phase of worker does not equal a worker target)

a consumer who has been offered a contract of employment and has accepted it with an employer in open or supported employment. Consumers in the following employment situations should be recorded as workers:

- . apprentice
- . contract work
- . enclaves
- . family business
- . self-employed
- . trainee
- . work based personal assistance
- . work from home
- . work in open employment, supported employment, or
- . open and supported employment services.

2 Independent Worker:

A consumer who the service outlet assisted to obtain employment during the previous funding year, who continues to work but receives no employment assistance from the service outlet during this funding year.

3 Work experience:

a consumer who is undertaking paid or unpaid work experience or work trial. Consumers in the following employment situations should be recorded as work experience:

- . work trial - Open Employment
- . work trial - Supported Employment
- . volunteer work.

4 Job Seeker:

a consumer who receives support from a service to prepare them for employment and/or to help place them in employment.

It may include skills assessment, pre-employment training, job search etc. A consumer who is employed and is seeking other or further employment is a worker, *not* a job seeker. Consumers in the following employment situations should be recorded as Job Seekers:

- . CRS program
- . further education
- . pre-employment training
- . social skills training
- . vocational program.

5 Other (please specify):

Consumers in the following situations should be recorded as Other:

- . non vocational programs
- . day care programs
- . Activity Therapy Centre
- . Independent Living Training.

Comment: It is possible for a consumer to be in two phases at the one time. The most common situation is when a person is a Worker and is also seeking a new job (i.e. Job seeker). In this instance 'Worker' should be recorded.

Justification: To determine the employment phase (status) of the consumer at a point in time. To derive performance information required under the 2005-2006 Funding Agreement for Disability Employment Assistance.

**If the consumer's phase is:
WORK EXPERIENCE, JOB SEEKER OR OTHER,
DO NOT answer any further questions, FINISH HERE.**

Otherwise, PLEASE CONTINUE

24. WAGE

Defined as: Indication of the gross weekly wage being paid to the consumer by their employer. If the consumer's weekly wage varies, use an average wage.

Note: Do not include pension or benefit amounts.

Classification:	1	Not applicable – consumer not employed on 30 June 2008
	2	No wage
	3	\$1-20
	4	\$21-40
	5	\$41-60
	6	\$61-80
	7	\$81-100
	8	\$101-150
	9	\$151-200
	10	\$201-250
	11	\$251-300
	12	\$301-350
	13	\$351-400
	14	\$401-450
	15	\$451-500
	16	\$500+

Justification: To look at comparative outcomes, in conjunction with other indicators such as type of disability, wage level, basis and type of employment.

25. WAGE ASSESSMENT TOOLS

Defined as: wage assessment tool(s) used by your organisation to establish the wage levels of supported employees.

1. Bedford
2. Blue Mountains Disability Services
3. BSWAT
4. Civic Industries
5. Cumberland
6. Elouera
7. Endeavour Industries
8. FWS
9. Greenacres
10. Hunter Contracts
11. Koomari
12. New Horizons
13. Phoenix
14. PHT
15. RVIB enterprises
16. Skillmaster
17. Sunnyfield
18. Supported Wage System
19. Valmar Support Services
20. Wangarang
21. Woorinyan
22. Yumaro
23. Other (please specify)

Justification: To assist in assessing the use of wage tools and/or methodologies

26. BASIS ON WHICH THE WAGE IS PAID

Defined as: This refers to an award or agreement used to determine a consumer's wage and conditions of employment.

- Classification:**
- 2 Certified Agreement**
These are collective agreements which are usually pertinent to a particular workplace, and cover pay and employment conditions. They usually operate in /addition to any federal or state award agreements.
 - 3 Australian Workplace Agreement (AWA)**
This is an individual agreement between an employer and employee about terms and conditions of employment. An approved AWA replaces any federal or state award that would otherwise apply.
 - 4 Payment is in reference to an Award**
The wage rate paid is based on the wage schedule contained in an award that applies to the type of work undertaken by the employment service employee (e.g., Storeman and Packers Award, LMHWU Supported Employment Award).
 - 5 SWS productivity based wage**
This is a productivity based wage rate determined in accordance with the Supported Wage System (SWS). The worker must participate in the SWS administered by the Department of Family and Community Services.
 - 6 Wage not based on Award/Agreement**
Any wage which does not fit into any other category.
 - 7 Respondent to an Award that requires Full Award Wages**
This includes people who are paid the **full** rate of pay which set by a federal or state award for a particular industry.
 - 8 Respondent to an Award that requires Pro-Rata Award Wages**
This includes people who are paid a **proportion** of the full rate of pay which is set by a federal or state award for a particular industry.
 - 9 Not applicable – consumer not employed on 30 June 2008**

Justification: To assist in assessing wage and condition outcomes and trends.

27. BASIS OF CURRENT EMPLOYMENT

Defined as: The basis on which the consumer is currently employed. Hours worked should reflect the BASIS OF EMPLOYMENT.

Full Time Employment

Full time workers work the agreed or award hours for a full time employee in their occupation. If agreed or award hours do not apply, employees are regarded as full time if they ordinarily work 35 hours or more per week.

Part Time Employment

Part time workers work fewer hours than full time employees, and are employed on a permanent or continuing basis. They accrue paid holidays, sick leave and long service leave entitlements on a pro rata basis. (Employment of less than 35 hours per week is generally considered to be part-time).

Casual Employment

Casual employees are not usually entitled to paid holiday or sick leave. They will generally have a higher hourly rate or loading to compensate for the lack of leave and other entitlements. They may either permanent or temporary employees and have either fixed or irregular hours of work.

Seasonal Employment

Seasonal work is work in a position or industry that experiences a dramatic employment increase or build up for a defined period of time each year, after which the employment ceases or is greatly reduced until the following season. (Good examples of seasonal work are the fruit picking and ski seasons).

Permanent Employment

Permanent employees are employed on a continuing basis, and are entitled to paid holiday leave, sick leave and long service leave (usually there is a qualifying period).

Temporary Employment

Temporary employees are employed for a short or fixed term and are entitled to paid holiday and sick leave (usually there is a qualifying period).

Not applicable – consumer not employed on 30 June 2008

Classification:

- 1 Full Time - Permanent employment
- 2 Part Time - Permanent employment
- 3 Casual - Permanent employment
- 4 Seasonal - Permanent employment
- 5 Full Time - Temporary employment
- 6 Part Time - Temporary employment
- 7 Casual - Temporary employment
- 8 Seasonal - Temporary employment
- 9 Not applicable – consumer not employed on 30 June 2008

Comment: This item is not related to the number of hours the individual works: it is an indication of the permanency of the position held.

Justification: To examine the permanency and nature of work held.
