

Service provider organisation—number of service operation hours (24 hour period), total NN

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Service operation hours
METEOR identifier:	270376
Registration status:	<ul style="list-style-type: none">• Community Services (retired), Standard 01/03/2005• Disability, Standard 07/10/2014• Health, Standard 07/12/2011• Indigenous, Standard 13/03/2015
Definition:	The actual number of hours per day that the agency is open for the provision of service.
Data Element Concept:	Service provider organisation—number of service operation hours

Value domain attributes

Representational attributes

Representation class:	Total						
Data type:	Number						
Format:	NN						
Maximum character length:	2						
Supplementary values:	<table><thead><tr><th>Value</th><th>Meaning</th></tr></thead><tbody><tr><td>90</td><td>No regular pattern of operation through a day</td></tr><tr><td>99</td><td>Not stated/inadequately described</td></tr></tbody></table>	Value	Meaning	90	No regular pattern of operation through a day	99	Not stated/inadequately described
Value	Meaning						
90	No regular pattern of operation through a day						
99	Not stated/inadequately described						
Unit of measure:	Hour (h)						

Data element attributes

Collection and usage attributes

Guide for use:	<p>The actual number of hours is not the number of hours staffed, e.g. a 'group home' would operate 24 hours a day, but might only be staffed a few hours if at all on some days.</p> <p>Round to the nearest whole hour. Valid numbers are 01 to 24. Services that have no regular daily pattern of operation, or which have different weekday and weekend patterns, should tick the 'no regular pattern of operation through a day' box (e.g. Flexible hours, on call, 24 hour sleepover).</p>
Collection methods:	It may be necessary to collect the information separately for week-days versus weekend days or, for individual days of the week if there is no consistent pattern.
Comments:	When collected in conjunction with service operation days, and service operation weeks this metadata items can provide useful information on patterns of service delivery.

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare
Origin:	Australian Institute of Health and Welfare 2002. Commonwealth State/Territory Disability Agreement National Minimum Data Set collection: Data guide-data items and definitions 2002-03
Reference documents:	Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection. Data Guide: data items and definitions 2006-07.

Relational attributes

Related metadata references: Supersedes  [Service operation hours, version 1, DE, NCSDD, NCSIMG, Superseded 01/03/2005.pdf](#) (14.6 KB) *No registration status*

Implementation in Data Set Specifications: [Commonwealth State/Territory Disability Agreement NMDS - 1 July 2006Community Services \(retired\)](#), Superseded 14/12/2008

DSS specific information:

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Commonwealth State/Territory Disability Agreement NMDS \(July 2008\)Community Services \(retired\)](#), Superseded 11/11/2009

DSS specific information:

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2009-10Community Services \(retired\)](#), Superseded 15/12/2011

Implementation start date: 01/07/2009

DSS specific information:

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2010-11Community Services \(retired\)](#), Superseded 15/12/2011

Implementation start date: 01/07/2010

DSS specific information:

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2011-12 Community Services \(retired\)](#), Superseded 13/03/2013

Implementation start date: 01/07/2011

DSS specific information:

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2012-14 Community Services \(retired\)](#), Standard 13/03/2013

Implementation start date: 01/07/2012

Implementation end date: 30/06/2014

DSS specific information:

In the DS NMDS this data element refers to the number of hours per day the [service type outlet](#) usually operates. It is asking about the amount of time the service type outlet is generally open for service provision to [service users](#), not about the amount of time a service type outlet is staffed.

A service type outlet is considered to be operating whenever service is open to service users (e.g. if the service type outlet is staffed between the hours of 9am–5pm but is only open for service users between 10am–3pm, it is considered to usually operate for 5 hours per day).

Service type outlets that provide facility-based accommodation (e.g. group homes) should record their hours as 24 per day if the service users reside in the facility on an ongoing basis and can access the facility at any time, even though the facility may not be staffed during parts of the day. In contrast, if service users are not able to stay in the residential facility during certain hours, the facility is not considered to be open or operating during these hours.

Service type outlets of [activity type](#) 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2014-15 Community Services \(retired\)](#), Incomplete 23/04/2014

[Disability](#), Superseded 29/02/2016

Implementation start date: 01/07/2014

Implementation end date: 30/06/2015

DSS specific information:

In the Disability Services Minimum Data Set (DS NMDS), this data element refers to the number of hours per day the [service type outlet](#) usually operates. It is asking about the amount of time the service type outlet is generally open for service provision to [service users](#), not about the amount of time a service type outlet is staffed.

A service type outlet is considered to be operating whenever service is open to service users (e.g. if the service type outlet is staffed between the hours of 9am–5pm but is only open for service users between 10am–3pm, it is considered to usually operate for 5 hours per day).

Service type outlets that provide facility-based accommodation (e.g. group homes) should record their hours as 24 per day if the service users reside in the facility on an ongoing basis and can access the facility at any time, even though the facility may not be staffed during parts of the day. In contrast, if service users are not able to stay in the residential facility during certain hours, the facility is not considered to be open or operating during these hours.

Service type outlets of [activity type](#) 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Indigenous primary health care DSS 2012-14Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013

Implementation start date: 01/07/2012

Implementation end date: 30/06/2014

[Indigenous primary health care DSS 2014-15Health](#), Superseded 13/03/2015
[Indigenous](#), Superseded 13/03/2015

Implementation start date: 01/07/2014

Implementation end date: 30/06/2015

[Indigenous primary health care DSS 2015-17Health](#), Superseded 25/01/2018
[Indigenous](#), Superseded 27/02/2018

Implementation start date: 01/07/2015

Implementation end date: 30/06/2017

[Indigenous primary health care NBEDS 2017–18Health](#), Superseded 06/09/2018
[Indigenous](#), Superseded 22/10/2018

Implementation start date: 01/07/2017

Implementation end date: 30/06/2018

[Indigenous primary health care NBEDS 2018–19Health](#), Superseded 12/12/2018
[Indigenous](#), Superseded 02/04/2019

Implementation start date: 01/07/2018

Implementation end date: 30/06/2019

[Indigenous primary health care NBEDS 2019–20Health](#), Superseded 16/01/2020
[Indigenous](#), Superseded 14/07/2021

Implementation start date: 01/07/2019

Implementation end date: 30/06/2020

[Indigenous primary health care NBEDS 2020–21Health](#), Retired 13/10/2021

Implementation start date: 01/07/2020

Implementation end date: 30/06/2021