

Client—amount of assistance, total hours NNN

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Client—amount of assistance, total hours NNN

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Amount of assistance
Synonymous names:	Hours of assistance; Hours of support received; Amount of support
METEOR identifier:	323093
Registration status:	Community Services (retired) , Standard 27/04/2007 Disability , Standard 07/10/2014
Definition:	The number of hours of assistance received by a client of an agency or organisation.
Data Element Concept:	Client—amount of assistance
Value Domain:	Total hours NNN

Value domain attributes

Representational attributes

Representation class:	Total	
Data type:	String	
Format:	NNN	
Maximum character length:	3	
	Value	Meaning
Supplementary values:	999	Not stated/inadequately described
Unit of measure:	Hour (h)	

Collection and usage attributes

Guide for use:	Total hours expressed as 000, 001 etc.
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Data element attributes

Collection and usage attributes

Guide for use:	As this data element is a measure of time (in hours) of services directly received by clients it will not accrue to give a total of assistance provided on an agency or organisation (in terms of money, time or quantity of goods or services). Therefore it should not be used for National Accounts reporting.
Collection methods:	Where clients receive support in a group setting the hours received in this setting for all attending service users should be reported (i.e. agencies should not apportion group hours across the number of clients attending). For example, where one worker is supplying services to 3 clients for 4 hours, each client should be counted as receiving 4 hours of service. Hours received during sleepover duties should be included in the total hours received by the client.

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare.
CSTDA NMDS Network.

Origin: Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection. Data Guide: data items and definitions 2006-07.

Relational attributes

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[Commonwealth State/Territory Disability Agreement NMDS - 1 July 2006 Community Services \(retired\)](#), Superseded 14/12/2008

DSS specific information:

This data element must be collected twice within the CSTDA NMDS.

1. The number of hours of support received by a service user for a service type for the week preceding the end of the reporting period (the 7-day **reference** week); and
2. The number of hours of support received by a service user for a service type for a **typical** 7-day week.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

Note: The concept of a typical week may not apply to some service users. In these cases service type outlets may calculate this data element as an average of the actual hours received by the service user over the reporting period.

This item may be collected in one of two ways:

- As an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the 'total hours received during the reporting period'.
- OR
- The service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

If a service type outlet is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating *Hours of assistance*:

- hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported;
- hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be CSTDA-funded). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

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

DSS specific information:

This data element must be collected twice within the CSTDA NMDS.

1. The number of hours of support received by a service user for a service type for the week preceding the end of the reporting period (the 7-day **reference** week); and
2. The number of hours of support received by a service user for a service type for

a **typical** 7-day week.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

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[Disability Services NMDS 2009-10](#)

[Community Services \(retired\)](#), Superseded 15/12/2011

Implementation start date: 01/07/2009

DSS specific information:

This data element must be collected twice within the DS NMDS.

1. The number of hours of support received by a service user for a service type for the week preceding the end of the reporting period (the 7-day **reference** week);and

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The total hours reported should be rounded up to the nearest whole hour.

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If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be NDA-funded). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

Disability Services NMDS 2010-11

Community Services (retired), Superseded 15/12/2011

Implementation start date: 01/07/2010

DSS specific information:

This data element must be collected twice within the DS NMDS.

1. The number of hours of support received by a service user for a service type for the week preceding the end of the reporting period (the 7-day **reference** week);and

2. The number of hours of support received by a service user for a service type for a **typical** 7-day week.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

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If a service type outlet is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported; hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

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[Disability Services NMDS 2011-12](#)

[Community Services \(retired\)](#), Superseded 13/03/2013

Implementation start date: 01/07/2011

DSS specific information:

This data element must be collected twice within the DS NMDS.

1. The number of hours of support received by a service user for a service type for the week preceding the end of the reporting period (the 7-day **reference** week);and

2. The number of hours of support received by a service user for a service type for a **typical** 7-day week.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

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If a service type outlet is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported; hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be NDA-funded). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

[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 item refers to the number of hours of support received by the [service user](#) for the [NDA service type](#). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period);and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data item is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

If a [service type outlet](#) is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

- hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported;
- hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be NDA-funded). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

Note: The concept of a typical week may not apply to some service users. In these cases service type outlets may calculate this data element as an average of the actual hours received by the service user over the reporting period. This item may be collected in one of two ways:

- as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the 'total hours received during the reporting period'; OR
- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

[Disability Services NMDS 2014-15](#)

[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 item refers to the number of hours of support received by the [service user](#) for the National Disability Agreement ([NDA](#)) [service type](#). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data item is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

If a [service type outlet](#) is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

- hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported;
- hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

If a service type outlet sub-contracts the provision of part or all of a service type

(other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be funded under the NDA). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

Note: The concept of a typical week may not apply to some service users. In these cases service type outlets may calculate this data element as an average of the actual hours received by the service user over the reporting period. This item may be collected in one of two ways:

- as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the 'total hours received during the reporting period'; OR
- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

Disability Services NMDS 2015–16

Disability, Superseded 28/09/2016

Implementation start date: 01/07/2015

Implementation end date: 30/06/2016

DSS specific information:

In the Disability Services Minimum Data Set (DS NMDS), this refers to the number of hours of support received by the [service user](#) for the National Disability Agreement (NDA) [service type](#). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data item is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

If a [service type outlet](#) is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

- hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported;
- hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported;

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be funded under the NDA). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

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- as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the 'total hours received during the reporting period'; OR
- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

[Disability Services NMDS 2016–17](#)

[Disability](#), Superseded 15/12/2017

Implementation start date: 01/07/2016

Implementation end date: 30/06/2017

DSS specific information:

In the Disability Services National Minimum Data Set (DS NMDS), this refers to the number of hours of support received by the [service user](#) for the National Disability Agreement (NDA) service type ('[Service type outlet—service activity type, NDA service type code N.NN](#)'). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data item is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

If a [service type outlet](#) is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

- hours of assistance received by service users in terms of time spent on their behalf coordinating, managing or arranging brokerage of other services for service users should be reported;
- hours of assistance received by service users in terms of actual services delivered, that have been arranged, purchased or brokered by a service type outlet (as part of providing service type 2.06) should not be reported.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) it is funded to provide to another agency, then it is responsible for providing relevant details about the sub-contracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be funded under the NDA). Hours of assistance received that are sub-contracted to another agency should be included by the service type outlet that has done the sub-contracting, and should not be reported by the agency that has been sub-contracted (to deliver the services) by the service type outlet.

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- as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, this item is derived from the 'total hours received during the reporting period'; or
- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

[Disability Services NMDS 2017–18](#)

[Disability](#), Superseded 05/07/2019

Implementation start date: 01/07/2017

Implementation end date: 30/06/2018

DSS specific information:

In the Disability Services National Minimum Data Set (DS NMDS), this data element refers to the number of hours of support received by the [service user](#) for the National Disability Agreement (NDA) service type (see '[Service type outlet—service activity type, NDA service type code N.NN](#)' for a list of service types). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data element is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

The total hours reported should be rounded up to the nearest whole hour.

Where less than one hour was received, agencies may record '900'.

If a [service type outlet](#) is funded to provide service type 2.06 Case management, local coordination and development, the following rules apply for calculating Hours of assistance:

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- as an average of the actual hours received by this service user in a typical week (over the reporting period). That is, it is derived from the 'total hours received during the reporting period'; or
- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

[Disability Services NMDS 2018–19](#)

[Disability](#), Standard 05/07/2019

Implementation start date: 01/07/2018

Implementation end date: 30/06/2019

DSS specific information:

In the Disability Services National Minimum Data Set (DS NMDS), this data element refers to the number of hours of support received by the [service user](#) for the National Disability Agreement (NDA) service type (see '[Service type outlet—service activity type, NDA service type code N.NN](#)' for a list of service types). It is collected twice within the DS NMDS:

1. the number of hours of support received by a service user for a service type in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
2. the number of hours of support received by a service user for a service type for a **typical** 7-day week.

This data element is only collected for service type activity codes of 1.05-1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

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- the service user's usual or typical weekly pattern of support while receiving your service in the reporting period. This enables service type outlets to indicate whether or not the reference week was typical.

[Disability services/supports received cluster](#)

[Disability](#), Standard 13/08/2015

DSS specific information: This item is reported both for the collection reference week and for a typical or average 7-day week.

[Disability services/supports received cluster](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Superseded 13/08/2015

DSS specific information: This item is reported both for the collection reference week and for a typical or average 7-day week.

[Home and Community Care \(HACC\) assistance received \(time\) cluster](#)

[Community Services \(retired\)](#), Recorded 16/11/2009

Implementation start date: 01/07/2009