

# Service provider organisation—hours worked (paid staff), total NNNNN

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# Service provider organisation—hours worked (paid staff), total NNNNN

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element
<b>Short name:</b>	Hours worked—paid staff
<b>METEOR identifier:</b>	347870
<b>Registration status:</b>	<a href="#">Community Services (retired)</a> , Standard 27/04/2007 <a href="#">Disability</a> , Standard 07/10/2014
<b>Definition:</b>	The total number of hours actually worked by all paid staff in an agency or organisation.
<b>Data Element Concept:</b>	<a href="#">Service provider organisation—hours worked</a>
<b>Value Domain:</b>	<a href="#">Total hours NNNNN</a>

## Value domain attributes

## Representational attributes

<b>Representation class:</b>	Total
<b>Data type:</b>	Number
<b>Format:</b>	NNNNN
<b>Maximum character length:</b>	5
<b>Unit of measure:</b>	Hour (h)

## Collection and usage attributes

<b>Guide for use:</b>	Total hours expressed as 00000, 00001, 00425 etc.
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## Data element attributes

## Collection and usage attributes

<b>Guide for use:</b>	This metadata item is asking for actual staff hours worked, not the rostered hours or full-time equivalent staff.  Contract staff employed through an agency are included where the contract is for the supply of labour (e.g. nursing) rather than of products (e.g. photocopier maintenance).
<b>Collection methods:</b>	In some collections this metadata item may be collected for a specified week. Other collections may specify a 'usual' week or an average week calculated from a number of weeks or the entire year.

## Source and reference attributes

<b>Submitting organisation:</b>	Australian Institute of Health and Welfare
<b>Origin:</b>	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. Canberra: AIHW
<b>Reference documents:</b>	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 provider organisation—hours worked \(paid staff\), total NNNNN](#)  
[Community Services \(retired\)](#), Superseded 27/04/2007

### 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 item is collected for the reference week and a typical week.

**Reference week:** The actual total hours worked by all paid staff for a service type outlet in the 7-day week preceding the end of the reporting period.

**Typical week:** The total hours worked by all paid staff for a service type outlet in a typical 7-day week.

For funded agencies with multiple service type outlets (and where paid staff hours per service type outlet are not known), all paid staff should be apportioned across service type outlets. To apportion paid staff across different service type outlets it is recommended that agencies, for instance:

Use fortnightly rosters as a starting point; apportion total paid staff hours across funded service types; divide this figure by two to get weekly paid staff hours for the week preceding the end of the reporting period; and record the apportioned paid staff hours to the relevant service type outlet.

Paid staff hours per service type outlet are requested irrespective of the source of funding. Staff hours information is requested in this way to:

Increase the comparability of responses across service type outlets (i.e. it is considered more feasible for agencies to provide information in this way using existing administrative mechanisms); and provide information more closely related to the receipt of services by service users (i.e. in recognition that services are provided to service users partly as a result of CSTDA funding and partly as a result of funding from other sources and the support of volunteers).

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 paid staff hours:

Paid staff hours relating to the case coordination/management/ brokerage activities service type outlets undertake should be recorded (including administrative time, board member time etc. as above); staff hours that are arranged, purchased or brokered by a service type outlet to another agency as part of providing service type 2.06 should not be recorded.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

The service type outlet that is sub-contracting another agency 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). Paid staff hours that are sub-contracted in this way should be included with the paid staff hours allocation for the service type outlet (and the sub-contractor outlet should not report these hours, if they are also included in the CSTDA NMDS).

These rules are designed to avoid double counting and duplication of effort by funded agencies.

#### **Reference week: Collection method**

This data element reports hours worked by paid staff on behalf of the service type outlet both directly delivered to service users, and indirectly to service users (e.g. indirect hours such as related committee meetings).

For the calculation of paid staff hours worked the following should be included:

- Paid staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet).
- Paid staff hours worked by Board members relating to the service type.
- Paid staff hours worked on committees or at meetings relevant to the service type.
- Staff hours worked as paid overtime.
- Staff hours worked while staff receiving payment for sleepover duties.
- Paid staff hours worked by staff contracted to clean premises.
- Staff hours worked by staff receiving training relevant to the service type.

The following should be excluded from paid staff hours worked:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours worked, not staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.
- Staff hours allocated to non-CSTDA service users

### **Typical week: Collection method**

As above but include:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.

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

### **DSS specific information:**

This item is collected for the reference week and a typical week.

**Reference week:** The actual total hours worked by all paid staff for a service type outlet in the 7-day week preceding the end of the reporting period.

**Typical week:** The total hours worked by all paid staff for a service type outlet in a typical 7-day week.

For funded agencies with multiple service type outlets (and where paid staff hours per service type outlet are not known), all paid staff should be apportioned across service type outlets. To apportion paid staff across different service type outlets it is recommended that agencies, for instance:

Use fortnightly rosters as a starting point; apportion total paid staff hours across funded service types; divide this figure by two to get weekly paid staff hours for the week preceding the end of the reporting period; and record the apportioned paid staff hours to the relevant service type outlet.

Paid staff hours per service type outlet are requested irrespective of the source of funding. Staff hours information is requested in this way to:

Increase the comparability of responses across service type outlets (i.e. it is considered more feasible for agencies to provide information in this way using existing administrative mechanisms); and provide information more closely related to the receipt of services by service users (i.e. in recognition that services are provided to service users partly as a result of CSTDA funding and partly as a result of funding from other sources and the support of volunteers).

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 paid staff hours:

Paid staff hours relating to the case coordination/management/ brokerage activities service type outlets undertake should be recorded (including administrative time, board member time etc. as above); staff hours that are arranged, purchased or brokered by a service type outlet to another agency as part of providing service type 2.06 should not be recorded.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

The service type outlet that is sub-contracting another agency 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). Paid staff hours that are sub-contracted in this way should be included with the paid staff hours allocation for the service type outlet (and the sub-contractor outlet should not report these hours, if they are also included in the CSTDA NMDS).

These rules are designed to avoid double counting and duplication of effort by funded agencies.

#### **Reference week: Collection method**

This data element reports hours worked by paid staff on behalf of the service type outlet both directly delivered to service users, and indirectly to service users (e.g. indirect hours such as related committee meetings).

For the calculation of paid staff hours worked the following should be included:

- Paid staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet).
- Paid staff hours worked by Board members relating to the service type.
- Paid staff hours worked on committees or at meetings relevant to the service type.
- Staff hours worked as paid overtime.
- Staff hours worked while staff receiving payment for sleepover duties.
- Paid staff hours worked by staff contracted to clean premises.
- Staff hours worked by staff receiving training relevant to the service type.

The following should be excluded from paid staff hours worked:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours worked, not staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.
- Staff hours allocated to non-CSTDA service users

#### **Typical week: Collection method**

As above but include:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.

#### Disability Services NMDS 2009-10

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

**Implementation start date:** 01/07/2009

#### **DSS specific information:**

This item is collected for the reference week and a typical week.

**Reference week:** The actual total hours worked by all paid staff for a service type outlet in the 7-day week preceding the end of the reporting period.

**Typical week:** The total hours worked by all paid staff for a service type outlet in a typical 7-day week.

For funded agencies with multiple service type outlets (and where paid staff hours per service type outlet are not known), all paid staff should be apportioned across service type outlets. To apportion paid staff across different service type outlets it is recommended that agencies, for instance:

Use fortnightly rosters as a starting point; apportion total paid staff hours across funded service types; divide this figure by two to get weekly paid staff hours for the week preceding the end of the reporting period; and record the apportioned paid staff hours to the relevant service type outlet.

Paid staff hours per service type outlet are requested irrespective of the source of funding. Staff hours information is requested in this way to:

Increase the comparability of responses across service type outlets (i.e. it is considered more feasible for agencies to provide information in this way using existing administrative mechanisms); and provide information more closely related to the receipt of services by service users (i.e. in recognition that services are provided to service users partly as a result of NDA funding and partly as a result of funding from other sources and the support of volunteers).

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 paid staff hours:

Paid staff hours relating to the case coordination/management/ brokerage activities service type outlets undertake should be recorded (including administrative time, board member time etc. as above); staff hours that are arranged, purchased or brokered by a service type outlet to another agency as part of providing service type 2.06 should not be recorded.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

The service type outlet that is sub-contracting another agency 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). Paid staff hours that are sub-contracted in this way should be included with the paid staff hours allocation for the service type outlet (and the sub-contractor outlet should not report these hours, if they are also included in the DS NMDS).

These rules are designed to avoid double counting and duplication of effort by funded agencies.

#### **Reference week: Collection method**

This data element reports hours worked by paid staff on behalf of the service type outlet both directly delivered to service users, and indirectly to service users (e.g. indirect hours such as related committee meetings).

For the calculation of paid staff hours worked the following should be included:

Paid staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet). Paid staff hours worked by Board members relating to the service type. Paid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as paid overtime. Staff hours worked while staff receiving payment for sleepover duties. Paid staff hours worked by staff contracted to clean premises. Staff hours worked by staff receiving training relevant to the service type.

The following should be excluded from paid staff hours worked:

Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours worked, not staff hours paid for). Staff hours normally worked in positions that are currently vacant. Staff hours allocated to non-NDA service users

#### **Typical week: Collection method**

As above but include:

Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours paid for). Staff hours normally worked in positions that are currently vacant.

#### **Disability Services NMDS 2010-11**

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

**Implementation start date:** 01/07/2010

**DSS specific information:**

This item is collected for the reference week and a typical week.

**Reference week:** The actual total hours worked by all paid staff for a service type outlet in the 7-day week preceding the end of the reporting period.

**Typical week:** The total hours worked by all paid staff for a service type outlet in a typical 7-day week.

For funded agencies with multiple service type outlets (and where paid staff hours per service type outlet are not known), all paid staff should be apportioned across service type outlets. To apportion paid staff across different service type outlets it is recommended that agencies, for instance:

Use fortnightly rosters as a starting point; apportion total paid staff hours across funded service types; divide this figure by two to get weekly paid staff hours for the week preceding the end of the reporting period; and record the apportioned paid staff hours to the relevant service type outlet.

Paid staff hours per service type outlet are requested irrespective of the source of funding. Staff hours information is requested in this way to:

Increase the comparability of responses across service type outlets (i.e. it is considered more feasible for agencies to provide information in this way using existing administrative mechanisms); and provide information more closely related to the receipt of services by service users (i.e. in recognition that services are provided to service users partly as a result of NDA funding and partly as a result of funding from other sources and the support of volunteers).

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 paid staff hours:

Paid staff hours relating to the case coordination/management/ brokerage activities service type outlets undertake should be recorded (including administrative time, board member time etc. as above); staff hours that are arranged, purchased or brokered by a service type outlet to another agency as part of providing service type 2.06 should not be recorded.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

The service type outlet that is sub-contracting another agency 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). Paid staff hours that are sub-contracted in this way should be included with the paid staff hours allocation for the service type outlet (and the sub-contractor outlet should not report these hours, if they are also included in the DS NMDS).

These rules are designed to avoid double counting and duplication of effort by funded agencies.

### **Reference week: Collection method**

This data element reports hours worked by paid staff on behalf of the service type outlet both directly delivered to service users, and indirectly to service users (e.g. indirect hours such as related committee meetings).

For the calculation of paid staff hours worked the following should be included:

Paid staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet). Paid staff hours worked by Board members relating to the service type. Paid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as paid overtime. Staff hours worked while staff receiving payment for sleepover duties. Paid staff hours worked by staff contracted to clean premises. Staff hours worked by staff receiving training relevant to the service type.

The following should be excluded from paid staff hours worked:

Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours worked, not staff hours paid for). Staff hours normally worked in positions that are currently vacant. Staff hours allocated to non-NDA service users

### **Typical week: Collection method**



As above but include: Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours paid for). Staff hours normally worked in positions that are currently vacant.

[Disability Services NMDS 2011-12](#)

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

**Implementation start date:** 01/07/2011

**DSS specific information:**

This item is collected for the reference week and a typical week.

**Reference week:** The actual total hours worked by all paid staff for a service type outlet in the 7-day week preceding the end of the reporting period.

**Typical week:** The total hours worked by all paid staff for a service type outlet in a typical 7-day week.

For funded agencies with multiple service type outlets (and where paid staff hours per service type outlet are not known), all paid staff should be apportioned across service type outlets. To apportion paid staff across different service type outlets it is recommended that agencies, for instance:

Use fortnightly rosters as a starting point; apportion total paid staff hours across funded service types; divide this figure by two to get weekly paid staff hours for the week preceding the end of the reporting period; and record the apportioned paid staff hours to the relevant service type outlet.

Paid staff hours per service type outlet are requested irrespective of the source of funding. Staff hours information is requested in this way to:

Increase the comparability of responses across service type outlets (i.e. it is considered more feasible for agencies to provide information in this way using existing administrative mechanisms); and provide information more closely related to the receipt of services by service users (i.e. in recognition that services are provided to service users partly as a result of NDA funding and partly as a result of funding from other sources and the support of volunteers).

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 paid staff hours:

Paid staff hours relating to the case coordination/management/ brokerage activities service type outlets undertake should be recorded (including administrative time, board member time etc. as above); staff hours that are arranged, purchased or brokered by a service type outlet to another agency as part of providing service type 2.06 should not be recorded.

If a service type outlet sub-contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

The service type outlet that is sub-contracting another agency 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). Paid staff hours that are sub-contracted in this way should be included with the paid staff hours allocation for the service type outlet (and the sub-contractor outlet should not report these hours, if they are also included in the DS NMDS).

These rules are designed to avoid double counting and duplication of effort by funded agencies.

**Reference week: Collection method**

This data element reports hours worked by paid staff on behalf of the service type outlet both directly delivered to service users, and indirectly to service users (e.g. indirect hours such as related committee meetings).

For the calculation of paid staff hours worked the following should be included:

Paid staff hours worked by administrative staff, managers etc. (i.e. indirect staff



relating to this service type outlet). Paid staff hours worked by Board members relating to the service type. Paid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as paid overtime. Staff hours worked while staff receiving payment for sleepover duties. Paid staff hours worked by staff contracted to clean premises. Staff hours worked by staff receiving training relevant to the service type.

The following should be excluded from paid staff hours worked:

Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours worked, not staff hours paid for). Staff hours normally worked in positions that are currently vacant. Staff hours allocated to non-NDA service users

### Typical week: Collection method

As above but include: Staff hours for workers on leave (including public holidays, paid/unpaid sick leave). This data element relates to staff hours paid for). Staff hours normally worked in positions that are currently vacant.

### [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:**

Hours worked by paid staff refers to the actual total hours worked by all paid staff for a [service type outlet](#), not full-time equivalents or rostered weekly hours. It includes hours worked by paid staff on behalf of the service type outlet both directly delivered to [service users](#), and indirectly to service users (e.g. indirect hours such as related committee meetings).

Paid staff are defined as those who are employed on a permanent, part-time or casual basis under an employment or other contract (including contract staff).

This data element is collected twice within the DS NMDS:

- the actual total hours worked by all paid staff for a service type outlet in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
- actual total hours worked by all paid staff for a service type outlet for a **typical** 7-day week.

Staff hours should be rounded up to the nearest whole hour.

Inclusions and exclusions for the calculation of staff hours:

- Includes:
  - staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet)
  - staff hours worked by Board members relating to this service type
  - staff hours worked on committees or at meetings relevant to this service type
  - staff hours worked as paid overtime (to be included with paid staff hours)
  - staff hours worked while staff receive payment for sleepover duties
  - staff hours worked by staff contracted to clean premises.
  - staff hours worked by staff receiving training relevant to this service type
  - staff hours worked while travelling to a location to assist/visit a service user.
- Excludes:
  - staff hours worked as unpaid work by usually paid or contract staff (should be included with unpaid staff hours)
  - staff hours for workers on leave (including public holidays, paid/unpaid sick leave, i.e. this data item relates to staff hours worked, not staff hours paid for)
  - staff hours normally worked in positions that are currently vacant
  - staff hours allocated to non-NDA service users.

For agencies with multiple service type outlets (and where staff hours per service

type outlet are not known), all staff should be apportioned across service type outlets. To apportion staff across different service type outlets it is recommended that agencies:

- use fortnightly rosters as a starting point
- apportion total staff hours across funded service types
- divide this figure by two to get weekly staff hours for the week preceding the end of the reporting period.

A funded agency may receive funding from multiple sources, however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide full details (in this case, staff hours) regardless of funding source.

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

- record staff hours relating to the case coordination/management/brokerage activities undertaken (including administrative time, board member time etc. as above)
- do not record the staff hours for the agencies who provide any services arranged, purchased or brokered by your service type outlet as part of providing service type 2.06
- see also data items 17e–f ‘hours received’ per service user, as similar rules apply to the calculation of hours received by service users.

If the service type outlet sub contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

- the service type outlet who is sub-contracting another agency 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)
- the service type outlet who is sub-contracting another agency should include an estimate of the staff hours sub contracted in this way with the staff hours allocation for their service type outlet (and the sub contractor outlet should not include these hours in their service type outlet return, if they are also included in the DS NMDS)
- see also data items 17e–f ‘hours received’ per service user, as similar rules apply to the calculation of hours received by service users.

#### [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:**

Hours worked by paid staff refers to the actual total hours worked by all paid staff for a [service type outlet](#), not full-time equivalents or rostered weekly hours. It includes hours worked by paid staff on behalf of the service type outlet both directly delivered to [service users](#), and indirectly to service users (e.g. indirect hours such as related committee meetings).

Paid staff are defined as those who are employed on a permanent, part-time or casual basis under an employment or other contract (including contract staff).

This data element is collected twice within the Disability Services Minimum Data Set (DS NMDS):

- the actual total hours worked by all paid staff for a service type outlet in the 7-day **reference** week (i.e. for the week preceding the end of the reporting period); and
- actual total hours worked by all paid staff for a service type outlet for a **typical** 7-day week.

Staff hours should be rounded up to the nearest whole hour.

Inclusions and exclusions for the calculation of staff hours:

- Includes:
  - staff hours worked by administrative staff, managers etc. (i.e. indirect staff relating to this service type outlet)
  - staff hours worked by Board members relating to this service type
  - staff hours worked on committees or at meetings relevant to this service type
  - staff hours worked as paid overtime (to be included with paid staff hours)
  - staff hours worked while staff receive payment for sleepover duties
  - staff hours worked by staff contracted to clean premises.
  - staff hours worked by staff receiving training relevant to this service type
  - staff hours worked while travelling to a location to assist/visit a service user.
- Excludes:
  - staff hours worked as unpaid work by usually paid or contract staff (should be included with unpaid staff hours)
  - staff hours for workers on leave (including public holidays, paid/unpaid sick leave, i.e. this data item relates to staff hours worked, not staff hours paid for)
  - staff hours normally worked in positions that are currently vacant
  - staff hours allocated to non-National Disability Agreement (NDA) service users.

For agencies with multiple service type outlets (and where staff hours per service type outlet are not known), all staff should be apportioned across service type outlets. To apportion staff across different service type outlets it is recommended that agencies:

- use fortnightly rosters as a starting point
- apportion total staff hours across funded service types
- divide this figure by two to get weekly staff hours for the week preceding the end of the reporting period.

A [funded agency](#) may receive funding from multiple sources, however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide full details (in this case, staff hours) regardless of funding source.

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

- record staff hours relating to the case coordination/management/brokerage activities undertaken (including administrative time, board member time etc. as above)
- do not record the staff hours for the agencies who provide any services arranged, purchased or brokered by your service type outlet as part of providing service type 2.06
- see also data items 17e–f 'hours received' per service user, as similar rules apply to the calculation of hours received by service users.

If the service type outlet sub contracts the provision of part or all of a service type (other than 2.06) they are funded to provide to another agency:

- the service type outlet who is sub-contracting another agency 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)
- the service type outlet who is sub-contracting another agency should include an estimate of the staff hours sub contracted in this way with the staff hours allocation for their service type outlet (and the sub contractor outlet should not include these hours in their service type outlet return, if they are also included in the DS NMDS)
- see also data items 17e–f 'hours received' per service user, as similar rules apply to the calculation of hours received by service users.

