Service provider organisation—hours worked (volunteer/unpaid staff), total NNNNN

Exported from METEOR (AIHW's Metadata Online Registry)

Service provider organisation—hours worked (volunteer/unpaid staff), total NNNNN

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Hours worked—volunteer/unpaid staff
METEOR identifier:	347882
Registration status:	Community Services (retired), Standard 27/04/2007 Disability, Standard 07/10/2014
Definition:	The total number of hours actually worked by all **volunteer**/unpaid staff in an agency or organisation.
Context:	To assist in the analysis of staffing inputs 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.

Data element concept attributes

Identifying and definitional attributes

Data element concept:	Service provider organisation—hours worked
METEOR identifier:	347874
Registration status:	Community Services (retired), Standard 27/04/2007 Disability, Standard 07/10/2014
Definition:	Hours actually worked by all staff within an agency or organisation.
Object class:	Service provider organisation
Property:	Hours worked

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare

Value domain attributes

Identifying and definitional attributes

Value domain:	Total hours NNNNN
METEOR identifier:	270747
Registration status:	Community Services (retired), Standard 01/03/2005 Disability, Standard 07/10/2014 Health, Standard 13/11/2014
Definition:	Total number of hours.

Representational attributes

Representation class:	Total
Data type:	Number
Format:	NNNNN
Maximum character length:	5

| Unit of measure: | Hour (h) |

Collection and usage attributes

| Guide for use: | Total hours expressed as 00000, 00001, 00425 etc. |

Data element attributes

Collection and usage attributes

Guide for use:	This metadata item is asking for actual staff hours worked by volunteer staff, not the rostered hours or full-time equivalent staff.
Collection methods:	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

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. Canberra: AIHW
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 provider organisation—hours worked (volunteer/unpaid 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 volunteer/unpaid 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 volunteer/unpaid staff for a service type outlet in a typical 7-day week. This data element reports hours worked by volunteer/unpaid 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 funded agencies with multiple service type outlets (and where volunteer/unpaid staff hours per service type outlet are not known), all volunteer/unpaid staff should be apportioned across service type outlets. To apportion volunteer/unpaid staff across different service type outlets it is recommended that agencies, for instance: - use fortnightly rosters as a starting point; - apportion total volunteer/unpaid staff hours across funded service types; - divide this figure by two to get weekly volunteer/unpaid staff hours for the week preceding the end of the reporting period; and - record the apportioned volunteer/unpaid staff hours to the relevant service type outlet. 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 volunteer/unpaid staff hours:

- volunteer/unpaid 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);
- volunteer/unpaid staff hours that are arranged by a service type outlet for another agency to provide 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 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 CSTDA-funded). Volunteer/unpaid staff hours that are sub-contracted in this way should be included with the volunteer/unpaid staff hours allocation for the 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 CSTDA NMDS.

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

Reference week: Collection methods

For the calculation of volunteer/unpaid staff hours worked, the following should be included:

- Volunteer/unpaid staff hours worked by administrative staff.
- Volunteer/unpaid staff hours worked by Board members relating to the service type.
- Volunteer/unpaid staff hours worked on committees or at meetings relevant to the service type.
- Staff hours worked as unpaid work by usually paid or contract staff.
- Volunteer/unpaid 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 volunteer/unpaid staff hours worked:

- Staff hours for workers on leave (including public holidays).
- Staff hours normally worked in positions that are currently vacant.

Typical week: Collection methods

As above but include:

- Staff hours for workers on leave (including public holidays).
- 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 volunteer/unpaid 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 volunteer/unpaid staff for a service type outlet in a typical 7-day week.

This data element reports hours worked by volunteer/unpaid 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 funded agencies with multiple service type outlets (and where volunteer/unpaid staff hours per service type outlet are not known), all volunteer/unpaid staff should be apportioned across service type outlets. To apportion volunteer/unpaid staff across different service type outlets it is recommended that agencies, for instance:

- use fortnightly rosters as a starting point;
- apportion total volunteer/unpaid staff hours across funded service types;

- divide this figure by two to get weekly volunteer/unpaid staff hours for the week preceding the end of the reporting period; and
- record the apportioned volunteer/unpaid staff hours to the relevant service type outlet.

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 volunteer/unpaid staff hours:

- volunteer/unpaid 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);
- volunteer/unpaid staff hours that are arranged by a service type outlet for another agency to provide 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 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 CSTDA-funded). Volunteer/unpaid staff hours that are sub-contracted in this way should be included with the volunteer/unpaid staff hours allocation for the 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 CSTDA NMDS.

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

Reference week: Collection methods

For the calculation of volunteer/unpaid staff hours worked, the following should be included:

- Volunteer/unpaid staff hours worked by administrative staff.
- Volunteer/unpaid staff hours worked by Board members relating to the service type.
- Volunteer/unpaid staff hours worked on committees or at meetings relevant to the service type.
- Staff hours worked as unpaid work by usually paid or contract staff.
- Volunteer/unpaid 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 volunteer/unpaid staff hours worked:

- Staff hours for workers on leave (including public holidays).
- Staff hours normally worked in positions that are currently vacant.

Typical week: Collection methods

As above but include:

- Staff hours for workers on leave (including public holidays).
- 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 volunteer/unpaid 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 volunteer/unpaid staff for a service type outlet in a typical 7-day week.

This data element reports hours worked by volunteer/unpaid 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 funded agencies with multiple service type outlets (and where volunteer/unpaid staff hours per service type outlet are not known), all volunteer/unpaid staff should be apportioned across service type outlets. To apportion volunteer/unpaid staff across different service type outlets it is recommended that agencies, for instance:

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

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 volunteer/unpaid staff hours:

volunteer/unpaid 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); volunteer/unpaid staff hours that are arranged by a service type outlet for another agency to provide 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 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). Volunteer/unpaid staff hours that are sub-contracted in this way should be included with the volunteer/unpaid staff hours allocation for the 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).

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

Reference week: Collection methods

For the calculation of volunteer/unpaid staff hours worked, the following should be included:

Volunteer/unpaid staff hours worked by administrative staff. Volunteer/unpaid staff hours worked by Board members relating to the service type. Volunteer/unpaid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as unpaid work by usually paid or contract staff. Volunteer/unpaid 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 volunteer/unpaid staff hours worked:

Staff hours for workers on leave (including public holidays). Staff hours normally worked in positions that are currently vacant.

Typical week: Collection methods

As above but include:

Staff hours for workers on leave (including public holidays). 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 volunteer/unpaid 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 volunteer/unpaid staff for a service type outlet in a typical 7-day week.

This data element reports hours worked by volunteer/unpaid 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 funded agencies with multiple service type outlets (and where volunteer/unpaid staff hours per service type outlet are not known), all volunteer/unpaid staff should be apportioned across service type outlets. To apportion volunteer/unpaid staff across different service type outlets it is recommended that agencies, for instance:

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

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 volunteer/unpaid staff hours:

volunteer/unpaid 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); volunteer/unpaid staff hours that are arranged by a service type outlet for another agency to provide 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 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). Volunteer/unpaid staff hours that are sub-contracted in this way should be included with the volunteer/unpaid staff hours allocation for the 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.

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

Reference week: Collection methods

For the calculation of volunteer/unpaid staff hours worked, the following should be included:

Volunteer/unpaid staff hours worked by administrative staff. Volunteer/unpaid staff hours worked by Board members relating to the service type. Volunteer/unpaid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as unpaid work by usually paid or contract staff. Volunteer/unpaid 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 volunteer/unpaid staff hours worked:

Staff hours for workers on leave (including public holidays). Staff hours normally worked in positions that are currently vacant.

Typical week: Collection methods

As above but include: Staff hours for workers on leave (including public holidays). 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 volunteer/unpaid 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 volunteer/unpaid staff for a service type outlet in a typical 7-day week.

This data element reports hours worked by volunteer/unpaid 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 funded agencies with multiple service type outlets (and where volunteer/unpaid staff hours per service type outlet are not known), all volunteer/unpaid staff should be apportioned across service type outlets. To apportion volunteer/unpaid staff across different service type outlets it is recommended that agencies, for instance:

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

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 volunteer/unpaid staff hours:

volunteer/unpaid 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); volunteer/unpaid staff hours that are arranged by a service type outlet for another agency to provide 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 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). Volunteer/unpaid staff hours that are sub-contracted in this way should be included with the volunteer/unpaid staff hours allocation for the 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.

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

Reference week: Collection methods

For the calculation of volunteer/unpaid staff hours worked, the following should be included:

Volunteer/unpaid staff hours worked by administrative staff. Volunteer/unpaid staff hours worked by Board members relating to the service type. Volunteer/unpaid staff hours worked on committees or at meetings relevant to the service type. Staff hours worked as unpaid work by usually paid or contract staff. Volunteer/unpaid 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 volunteer/unpaid staff hours worked:

Staff hours for workers on leave (including public holidays). Staff hours normally worked in positions that are currently vacant.

Typical week: Collection methods

As above but include: Staff hours for workers on leave (including public holidays).

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 volunteer/unpaid staff refers to the actual total hours worked by staff, volunteers or students and others who do not receive payment for the work which they perform on behalf of the [service type outlet](#). It collects hours worked, not full-time equivalents or rostered weekly hours. It includes hours worked 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).

This data element is collected twice within the DS NMDS:

- the actual total hours worked by all volunteer/unpaid 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 volunterr/unpaid 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 unpaid/volunteer staff hours:

- Includes:
  - staff hours worked as unpaid work by usually paid or contract staff
  - 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 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 while staff receive payment for sleepover duties
  - 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 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 volunteer/unpaid staff refers to the actual total hours worked by staff, volunteers or students and others who do not receive payment for the work which they perform on behalf of the [service type outlet](#). It collects hours worked, not full-time equivalents or rostered weekly hours. It includes hours worked 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).

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

- the actual total hours worked by all volunteer/unpaid 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 volunterr/unpaid 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 unpaid/volunteer staff hours:

- Includes:
  - staff hours worked as unpaid work by usually paid or contract staff
  - 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 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 while staff receive payment for sleepover duties
  - 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 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.