Client—amount of assistance, total hours and minutes NNNN

Exported from METEOR (AIHW's Metadata Online Registry)

Client—amount of assistance, total hours and minutes NNNN

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Hours of service
METEOR identifier:	404961
Registration status:	Community Services (retired), Standard 17/11/2010 Homelessness, Standard 23/08/2010 Housing assistance, Standard 23/08/2010
Definition:	The total amount of assistance received by a client during a reporting period, represented in hours and minutes.

Data element concept attributes

Identifying and definitional attributes

Data element concept:	Client—amount of assistance
METEOR identifier:	347753
Registration status:	Community Services (retired), Standard 27/04/2007 Disability, Standard 07/10/2014 Homelessness, Standard 23/08/2010 Housing assistance, Standard 23/08/2010
Definition:	The amount of assistance received by a client of an agency or organisation.
Object class:	Client
Property:	Amount of assistance

Value domain attributes

Identifying and definitional attributes

Value domain:	Total hours and minutes NNNN
METEOR identifier:	270600
Registration status:	Community Services (retired), Standard 17/11/2010 Disability, Standard 13/08/2015 Health, Standard 01/03/2005 Homelessness, Standard 23/08/2010 Housing assistance, Standard 23/08/2010
Definition:	Total number of hours and minutes.

Representational attributes

Representation class:	Total
Data type:	Number
Format:	NNNN
Maximum character length:	4
Unit of measure:	Hour and minute

Collection and usage attributes

Guide for use:
The format NNNN should be populated with valid values to represent the concept of hours and minutes. The first, second and fourth digits may be represented with values ranging from 0 to 9. The third digit may only be represented with values between 0 and 5.

For example: A value of 9 hours and 59 minutes is a valid response, and would be represented as 0959. However a value of 12 hours and 68 minutes would not be a valid response.

This value domain was previously represented with a format of HHMM.

Data element attributes

Collection and usage attributes

Guide for use:
This data element refers to the number of hours of service (support) received by an individual client during a reporting period. Time measured includes:

(a) time spent directly assisting a client and

(b) time spent by an agency worker in arranging a service for the client, which may include arranging accommodation

The agency should record the amount of assistance in hours and minutes- rounding up to the nearest 15 minutes. Include any contact with a client that is 15 minutes or greater. Include time spent on arranging accommodation for a client but exclude time spent in that accommodation by the client.

Do not record the time the client receives from partnering agencies who provide the services purchased, arranged or brokered by your agency.

Collection methods:

This measure refers to the direct hours of support that are provided to clients. This may include time spent in face-to-face service delivery, meetings or phone contact with a client or time spent undertaking tasks on behalf of a client (e.g. time spent on preparation of documents, file notes, correspondence, phone calls or liaison with other service providers in relation to the client).

Activities to include:

Time spent with client

- face-to-face time spent providing a specific service (individually or in a group setting)
- assessment
- case management
- community education
- phone contact with a client

Time spent on behalf of the client (or which can be attributed to a client)

- arranging a referral
- writing file notes
- participating in case conferences directly related to a client, which may include contact with other agencies – e.g. inter-agency meetings, case planning meetings
- review of case plans
- recording data at time of assessment
- mobile service delivery
- telephone calls made on behalf of a client
- preparation for group activities or training events.

Not counted in hours of service:

- team meetings
- travel
- training
- networking meetings
- getting supervision
- compiling or entering data for reporting
- collating data.

This measure excludes time spent on things that cannot be directly attributed to clients, such as: administration, business planning, staff training, travel to and from a client, record keeping not directly related to a client, compiling data for reporting purposes, inter-agency meetings not directly related to a client, team meetings and professional supervision. It includes time spent on behalf of a client having accommodation arranged but excludes the actual time spent by the client in that accommodation.

Where clients receive support in a group setting, record the hours received for all attending clients (i.e. do not divide group hours by the number of clients. For example, where a staff member runs a 2-hour group activity for 3 clients, count each client as receiving 2 hours of service. If a client spends an hour with two workers, record this as 1 hour received by the client.). This approach ensures a consistent focus on the hours of assistance received by clients.

Example: a client receives 11 hours of assistance from an agency over a 4-week period, which includes time spent on needs assessment, assistance in accessing community services, counselling and advocacy. This is counted as 1100 hours.

Relational attributes

Implementation in Data Set Specifications:

[Specialist Homelessness Services NMDS 2011](#)
    [Homelessness,](#) Superseded 01/05/2013
    [Housing assistance,](#) Superseded 01/05/2013
Implementation start date: 01/07/2011
DSS specific information:

This data element provides a building block to enable Specialist Homelessness Agencies to report on the total amount of funded assistance received by clients during a reporting period. It enables more detailed analysis of the quantity of outputs/services received by a client (output-based reporting), and provides more detailed data to support cost modelling and economic evaluations. This is particularly valuable in relation to exploring costs and benefits for early intervention versus crisis intervention. It also allows more detailed analysis of the intensity of service provision required for complex versus non-complex clients.

Information is recorded for this data item for each reporting period, ie each calendar month.

[Specialist Homelessness Services NMDS 2012-13](#)
    [Homelessness,](#) Superseded 01/05/2013
    [Housing assistance,](#) Superseded 01/05/2013
Implementation start date: 01/07/2012
Implementation end date: 30/06/2013
DSS specific information:

This data element provides a building block to enable Specialist Homelessness Agencies to report on the total amount of funded assistance received by clients during a reporting period. It enables more detailed analysis of the quantity of outputs/services received by a client (output-based reporting), and provides more detailed data to support cost modelling and economic evaluations. This is particularly valuable in relation to exploring costs and benefits for early intervention versus crisis intervention. It also allows more detailed analysis of the intensity of service provision required for complex versus non-complex clients.

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