

Additional ACT Questions for NMDS

Background:

Disability ACT have identified four key areas where additional data are required in order to accurately project Disability ACT's expected service demand and expenditure in the coming decade. This knowledge is essential to inform planning, development, and funding. Six additional questions that address these data shortfalls have been developed. These questions are consistent with national data concepts and definitions.

The purpose of these items, the items themselves and their definitions are now described.

Purpose:

To collect reliable and valid data in regards to the following four issues:

1. Extent of cross-border service usage of ACT disability services
2. The effect on ACT disability services due to natural support failure
3. Number of service users requiring ACT disability services due to an acquired injury
4. The extent of unmet need in the community.

The majority of this information may be gained through the addition of 6 items to the NMDS. One of these items is located at the bottom of the Service Type Outlet form 0809. This item is:

- How many of these service users were not currently living in the ACT on a permanent basis?

The other 5 items are located at the end of the Service User and Services Received 0809 form. These items are:

- How important were the following factors in the service user commencing this service type?

- a. Decreases in the availability of their informal care?
- b. Sudden occurrence of a major injury?
- Has this service user/carer requested more support for this service type than they are currently receiving?
- How many additional hours per week, if any, has the service user/carer requested but is not currently receiving?
- Has this service user/carer requested any other service types that they are currently not receiving?
- If so, which service type(s) (please tick)? And how many additional hours per week?

Additional ACT Questions Data Guide 2008-2009

CROSS-BORDER SERVICE USERS

Item Location: *Service Type Outlet form_0809. Q8.*

This question relates to Question 7 (page 2) of the Service Type Outlet form.

(How many service users received this service type from this service type outlet during the reporting period?)

Question 8: 8. How many of these service users were not currently living in the ACT on a permanent basis?

Defined as: A service user is a person with a disability who receives a NDA-funded service.

A service user not **currently living in the ACT on a permanent basis** is a service user whose usual residence is outside the ACT.

Usual residence is the place where the person resides for 4 or more days per week on average.

Classification: 1 – 9999

Guide for use

- This item refers to the number of service users whose usual residence is outside the ACT however received services from an ACT provider(s).
- Data for this item may be collected by asking all service users the postcode of their usual residence throughout the year.
- Service providers providing 'Other support' (7.01-7.04) do not need to complete this item.

Why is this data item collected?

To gather information about the extent that NDA-funded services provide assistance to residents of other states and territories. This allows for cost to be recovered from other states and territories and for more accurate projections of future expenditure to be undertaken.

NATURAL SUPPORT FAILURE AND INJURY

Item Location: *Service User and Services Received Form_0809, page 9, Q1*

This Question relates to 17a. on the Services Received Form. (*When did the service user commence using this service type?*)

- Question 1:**
- How important were the following factors in the service user commencing this service type?
 - a. Decreases in the availability of their informal care?
 - b. Sudden occurrence of a major injury?

Defined as:

Informal care is regular, sustained and required assistance and support that is provided by someone, such as a family member, friend or neighbour.

A **major injury** is an occurrence of injury, poisoning or other adverse effect inflicted on the person as the direct or indirect result of an environmental event, circumstance or condition.

- Classification:**
- 1 Major Factor
 - 2 Minor Factor
 - 3 Not a Factor
 - 4 Unown

Guide for use:

- **Only complete this item if the service user commenced this service type in the last two years.**
- This question gathers information regarding the extent and effect of natural support failure on NDA-funded service types and also refers to whether the service user required services due to an acquired injury.
- Code 3 'Not known' should only be recorded when it has not been possible for the service user or their carer/family/advocate to provide the information
- 'Regular' and 'sustained' in this instance means that care or assistance has to be ongoing, or likely to be ongoing for at least 6 months.
- Excluded from the definition of carers are paid workers or volunteers organised by formal services (including paid staff in funded group homes).

- When asking a service user or their carer(s) about care arrangement changes, it is important that the service user, carer(s) and agency consider all informal care arrangements.
- When asking a client about the availability of a carer, it is important for agencies or establishments to recognise that a carer does not always live with the person for whom they care. That is, a person providing significant care and assistance to the client does not have to live with the client in order to be called a carer.
- The availability of a carer should also be distinguished from living with someone else. Although in many instances a co-resident will also be a carer, this is not necessarily the case.

Why is this data item collected?

Informal carers provide the majority of support to people with disabilities. With an ageing population, it is recognised that the demand for formal services will increase in the coming years. The data from these items enables information pertaining to the nature and extent of this expected growth in demand to be gathered. This in turn will inform future policy and funding initiatives and arrangements.

Data regarding the number of people who acquire a disability each year is required to estimate the growth/decline in the number of service users expected in the coming years. By gathering this information, more reliable estimates regarding the number of future service users may be made enabling more effective planning to be undertaken.

UNMET NEED

Item Location: *Service User and Services Received Form_0809, page 9, Q2*

Question 2: Has this service user/carer requested more support for this service type than they are currently receiving?

Defined as: A carer is someone who provides a significant amount of care and/or assistance to the person on a regular and sustained basis.

Classification: 1 Yes

2 No

3 Not known

Guide for use:

- This item refers to any support that the service user or their carer has specifically requested, in writing or verbally, but is currently not receiving.
- Excluded from the definition of carers are paid workers or volunteers organised by formal services (including paid staff in funded group houses).
- For agencies providing multiple service types, this relates **only** to the service type that the present form relates to.

Why is this data item collected?

This data item is collected to help estimate the extent of unmet need in the community. This information is required to inform planning and forward budgeting.

QUANTIFYING UNMET NEED

Item Location: *Service User and Services Received Form_0809, page 9, Q3*

Question 3: How many additional **hours per week**, if any, has the service user/carer requested but is not currently receiving?

Defined as: Hours per week are the total hours requested, but not currently being received, in a 7-day week.

Classification: 0 – 168 Number of hours

900 Less than 1 hour

Guide for use

- This item refers to any support that the service user or their carer has specifically requested, in writing or verbally, but is not yet receiving.
- For agencies providing multiple service types, this relates **only** to the service type that the present form relates to.
- Hours should be rounded up to the nearest whole hour (where less than 1 hour is estimated, agencies may use the code '900').

Why is this data item collected?

This data item is collected to help quantify the extent of unmet need in the community. This information is vital to inform planning of policy and equitable budgetary allocations.

QUANTIFYING UNMET NEED – OTHER SERVICES

Item Location: *Service User and Services Received Form_0809*, page 9, Q4

Question 4: Has this service user/carer requested any other service types that they are currently not receiving?

Defined as: Other service types refer to all services types excluding the service type that the service provider is currently reporting on in this form

Classification: 1 Yes
2 No
3 Not known

Guide for use:

- The question refers to assistance, for other service types, that the service user/carer has specifically asked for in writing or verbally.
- This item refers to any regular and sustained support that the service user or their carer has requested but is not yet receiving.
- This data item is purely descriptive of a service user's circumstances. It is not intended to reflect whether the carer is considered by the funded agency capable of undertaking the caring role.

Why is this data item collected?

This data item is collected to help estimate the extent of unmet need in the community. A multi-informant approach is sought to increase the accuracy of this estimation.

QUANTIFYING UNMET NEED – OTHER SERVICES

Item Location: *Service User and Services Received Form_0809, page 9, Q5*

Question 5 If so, which service type(s) (please tick)? And how many additional hours per week?

Defined as: Service type is the support activity, which the service type outlet has been funded to provide under the NDA.

Hours per week are the total hours requested, but not currently being received, in a 7-day week.

Classification:

- 1 Accommodation support
- 2 Community support
- 3 Community access
- 4 Respite

0 – 168 Number of hours

900 Less than 1 hour

Guide for use

- This data item refers to assistance of other service types that the service user/carer has asked for in writing or verbally.
- In outlining the type of support, please use the service type classifications as listed on pages 21 – 27 of the NMDS Data Guide: Data items and definitions 2006-07.
- Hours should be rounded up to the nearest whole hour (where less than 1 hour is estimated, agencies may use the code '900').
- Hours should be reported according to the average requested in a 7-day week where possible.
- Please indicate whether this support is required only in the short-term or also in the longer term.

Why is this data item collected?

This data item is collected to help estimate the extent of unmet need in the community. In the development of this item, feedback indicated that a format allowing for flexible responses was preferred. This approach will ensure estimates of unmet need are not constrained by question format.