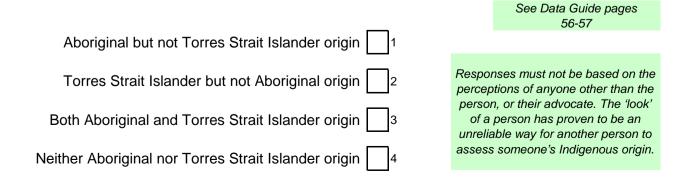


Service User Form 2010–11

Service types 1.05–1.07, 2.06, 3.01, 3.03, 4.01–4.05 should complete <u>all</u> questions on this form for each service user who received a service within the reporting period. Service types 1.01–1.04, 1.08, 2.01–2.05 and 2.07 should complete all questions except 17e and 17f; service type 3.02 should fill out at least questions B, 1 and 2—Linkage key elements and items 17a–17b; and service types 5.01 and 5.02 should fill out all questions except 12b–c and 12e (some carer questions).

| B. Service type outlet ID | | | | | | | See Data Guide page 48 |
|---|----------------|----------------|---------|--------------|-----------|-------|--|
| Please copy the Service type outlet ID fi | om the I | related S | Service | Туре Оι | utlet For | rm. | |
| 1. Record ID | | | | | | | See Data Guide page 49 |
| 2. Statistical Linkage Key | | | | | | | |
| 2a. Letters of surname | | 0.1 | Quel | 411 | 54 | 0.1 | See Data Guide pages 50–51 |
| 2b. Letters of given name | 1st | 2nd | 3rd | 4th | 5th | 6th | See Data Guide pages 52–53 |
| 2c. Date of birth | m m | уу | уу | | | | ot known, estimate year, enter 1 for day and month and tick 2d. |
| 2d. Is the service user's date | of birt | th an e | stimat | t e ? | Ŋ | Yes 1 | |
| 2e. What is the service user | s sex ? |) | Male | 1 | Fem | ale 2 | See Data Guide pages 54–55 |
| Service type 3.02 - Recreation/holiday program services, go to Question 17. | | | | | | | |
| 3. Is the service user of Aboriginal or Torres Strait Islander origin? | | | | | | | |



| 4. In which country was the service u | iser born ? | S | See Data Guide page 58 |
|--|--|---------------------|--|
| Australia 1101 | Scotland 2 | 2105 | |
| England 2102 | Greece | 3207 | |
| New Zealand 1201 | Germany | 2304 | |
| Italy 3104 | Philippines | 5204 | Where the country of birth is known but is not |
| Viet Nam 5105 | India 7 | /103 | specified in the classification, please |
| If other country please specify | / | | specify it in the space provided. |
| 5. Does the service user require inter | preter services? | S | See Data Guide page 59 |
| Yes - for spoken language other than English ¹ | Yes - for non-spoken communication | _2 No | 3 |
| 6. What is the service user's most effe | ective method of co | mmunication | ? |
| Spoken lan | guage (effective) | S | See Data Guide page 60 |
| Sign lan | guage (effective) | 2 | |
| Other effective non-spoke - e.g. Canon Com | n communication a municator, Compic | 3 | This item is considered 'not applicable' to young |
| Little, or no effectiv | e communication | Ļ | children. Hence children aged 0–4 years should |
| Child aged under 5 years | s (not applicable) | ō . | always be coded as 'Child aged under 5 vears'. |
| 7. Does the service user usually live a | alone or with others | s? s | See Data Guide page 61 |
| Live | s alone | • | more days per week on erage. |
| Lives with | · 🖬 🚽 | | |
| Lives with | | te to the same plac | ving arrangements must ce described in residential re question 9). |
| | | | |
| 8. What is the postcode of the servic | e user's usual reside | ence? | See Data Guide page 63 |
| | | | s postcode must relate to setting (see question 9). |

9. What is the service user's usual residential setting?

| | 64-65 |
|---|--|
| Private residence | |
| Residence within an Aboriginal community 2 | |
| Domestic-scale supported living facility 3 – e.g. group homes | |
| Supported accommodation facility 4 – e.g. hostels, supported residential services or facilities | The type of physical accommodation the |
| Boarding house/private hotel 5 | person usually resides in ('usually' means 4 or |
| Independent living unit within a retirement village 6 | more days per week on average). |
| Residential aged care facility 7 – nursing home or aged care hostel | |
| Psychiatric/mental health community care facility 8 | |
| Hospital 9 | |
| Short term crisis, emergency or transitional accommodation 10 – e.g. night shelters, refuges, hostels for the homeless, halfway houses | |
| Public place/temporary shelter 11 | |
| Other 12 | |

10. What are the service user's primary and other significant disability group(s)?

| a. Primary disability grou | p b. | Other significant disa | ability group(s) |
|----------------------------|---------------------------------------|---------------------------|---|
| Tic <u>k 1 box only</u> | | Tick all other significal | nt disabilities |
| 1 | Intellectual | | |
| 2 Specific | learning/ADD - other than | n Intellectual | Disability group(s) |
| 3 Autis | SM - including Asperger's Sy | ndrome | (other than that indicated as being |
| 4 | Physical | | 'primary') that also cause |
| 5 | Acquired brain injury | | difficulty for the person. |
| 6 Neurologic | al - including epilepsy & Alzh | eimer's Disease | |
| 7 | Deafblind - dual sensory | | See Data Guide pages |
| 8 | Vision | | 66–70 |
| 9 | Hearing | | |
| 10 | Speech | | |
| 11 | Psychiatric | | |
| 12 Development | al Delay - only valid for a ch | nild aged 0–5 years | |

See Data Guide pages

supervision with activities or participation in the following life areas?

Please indicate the level of help or supervision required for each life area (rows a–i) by ticking only one level of help or supervision (columns 1–5).

| The person can undertake activities or participate in this life area with this level of personal help or supervision (or would require this level of help or supervision if the person currently helping were not available) | 1) Unable to do or always needs help/supervision in this life area | 2) Sometimes needs help/ supervision in this life area | 3) Does not need help/supervision in this life area but uses aids or equipment | 4) Does not need help/supervision in this life area and does not use aids or equipment | 5) Not applicable |
|--|--|---|---|--|-------------------------|
| LIFE AREA | | | | | |
| a) Self-care e.g. washing oneself, dressing, eating, toileting | 1 | 2 | 3 | 4 | |
| b) Mobility e.g. moving around the home and/or moving around away from home (including using public transport or driving a motor vehicle), getting in or out of bed or a chair | 1 | 2 | 3 | 4 | |
| c) Communication e.g. making oneself understood, in own native language or preferred method of communication if applicable, and understanding others | 1 | 2 | 3 | 4 | |
| d) Interpersonal interactions and relationships e.g. actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions | 1 | 2 | 3 | 4 | |
| NOTE: In the following questions 'not applica | ble' is a valid | response (| only if the per | son is 0–4 ye | ars old. |
| e) Learning, applying knowledge and general tasks and demands e.g. understanding new ideas, remembering, problem solving, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routine | 1 | 2 | 3 | 4 | 5 |
| f) Education e.g. the actions, behaviours and tasks an individual performs at school, college, or any educational setting | 1 | 2 | З | 4 | 5 |
| g) Community (civic) and economic life e.g. recreation and leisure, religion and spirituality, human rights, political life and citizenship, economic life such as handling money | 1 | 2 | 3 | 4 | 5 |
| <u>NOTE</u> : In the following questions 'not applica | ble' is a valid | response | only if the per | son is 0–14 y | ears old. |
| h) Domestic life e.g. organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance | 1 | 2 | 3 | 4 | 5 |
| i) Working e.g. actions, behaviours and tasks to obtain and retain paid employment | 1 | 2 | 3 | 4 | 5 |

| 12. Carer arrangements (informal) | See Data Guide page 75-76 |
|--|--|
| The following questions are asking about the presence of an informal carer who provides support to the service user (i.e. these questions are not about paid carers) | |
| 12a. Does the service user have an informal carer, such as a family member, friend or neighbour, who provides care and assistance on a regular and sustained basis? Yes 1 >Go to 12b No 2 >Go to 13 | 'Regular' and 'sustained' in this instance means that care or assistance has been ongoing, or likely to be ongoing for at least six months. |
| 12b. Does the carer assist the service user in the area(s) of self-care, mobility or communication ? | Questions 12b–e relate to the informal carer identified in 12a |
| Yes 1 No 2 | See Data Guide page 77 |
| 12c. Does the carer live in the same household as the service Yes, Co-resident carer 1 No, Non-resident carer 2 | user? See Data Guide page 78 |
| 12d. What relationship is the carer to the service user? | See Data Guide page 79-80 |
| Wife/female partner 1 Daughter-in-law 7 | |
| Husband/male partner 2 Son-in-law 8 | When answering this question complete the sentence The carer is |
| Mother 3 Other female relative 9 | the service user's |
| Father 4 Other male relative 10 | This question relates to the informal carer |
| Daughter 5 Friend/neighbour – female 11 | identified in 12a |
| Son 6 Friend/neighbour – male 12 | |
| 12e. What is the age group of the carer ? | See Data Guide page 81 |
| Less than 15 years 1 45–64 years 4 | When asking the service user about the age of |
| 15-24 years 2 65 years and over 5 25-44 years 3 | their carer it is considered more appropriate to ask about broad age groups rather than actual age. |

| Only complete question 13 if the service user is aged under 16 years. | | | | | | | |
|---|---|--|--|--|--|--|--|
| | | | | | | | |
| 13. If aged under 16 years: do the service user's parents orSee Data Guide page 82 | | | | | | | |
| guardians receive the Carer Allowance (Child)? | | | | | | | |
| This question is not asking about Carer | | | | | | | |
| | even though some parents of less than 16 years receive it in | | | | | | |
| | to Carer Allowance (Child). | | | | | | |
| | | | | | | | |
| Only complete question 14 if the service user is aged 15 y | ears or more. | | | | | | |
| | | | | | | | |
| 14. If aged 15 years or more: | See Data Guide page 83-84 | | | | | | |
| | See Dala Guide page 05-04 | | | | | | |
| What is the service user's labour force status ? | | | | | | | |
| Employed 1 Unemployed 2 Not in the labou | Ir force 3 | | | | | | |
| | | | | | | | |
| Only complete question 15 if the service user is aged 16 y | ears or more. | | | | | | |
| | | | | | | | |
| 15. If aged 16 years or more: | See Data Guide page 85 | | | | | | |
| What is the service user's main source of income ? | | | | | | | |
| | | | | | | | |
| Disability Support Pension 1 Other income 5 | This item refers to the source | | | | | | |
| Disability Support Pension 1 Other income 5 | by which a person derives | | | | | | |
| | most (equal to or greater than 50%) of his/her income. If the | | | | | | |
| Other pension or benefit 2 Nil income 6 | person has multiple sources | | | | | | |
| | of income and none are equal to or greater than 50%, the | | | | | | |
| Paid employment 3 Not known 7 | one which contributes the | | | | | | |
| | largest percentage should be | | | | | | |
| Compensation payments 4 | counted. | | | | | | |
| | | | | | | | |
| Continue questions for service users of all ages. | | | | | | | |
| | | | | | | | |
| 40 to the convice year our our other reactions in dividualized from the sec | | | | | | | |
| 16. Is the service user currently receiving individualised funding un | Idel the NDA? | | | | | | |

| Yes 1 | No 2 | Not known 3 | See Data Guide page 86-87 |
|-------|----------|-------------|---------------------------|
| | <u> </u> | | |

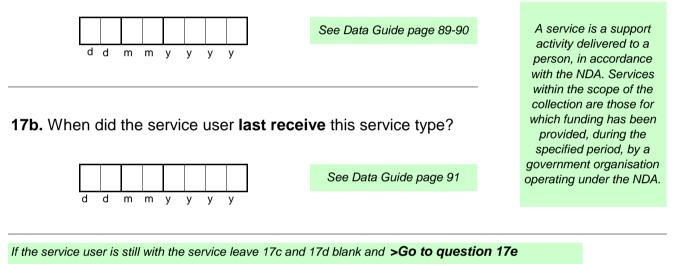
17. Services received 2010–11

For service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01–4.05 complete all sections (a) to (f). For all remaining service types (except 6.01–6.05 and 7.01–7.04), please complete sections (a) to (d) only. For service type 3.02, complete items (a) and (b).

Responses to the remaining questions must relate to the service type outlet ID indicated in data item B of the Service User Form.

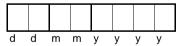
Note: if the service user received more than 1 service type from your agency you will need to complete a separate Service User Form (see Data Guide pages 16–17).

17a. When did the service user commence using this service type?



17c. When did the service user **leave** this service type outlet?

See Data Guide page 92



A service user is considered to leave a service when either:

- 1. the service user ends the support relationship with the service outlet: or
- 2. the service outlet ends the support relationship with the service user.

Only answer this item if item 17c has been coded (i.e. the service user is no longer receiving the service).

17d. What reason did the service user report for leaving this service type outlet?

| Service user no longer needs assistance from | See Data Guide page 93-94 |
|--|---------------------------|
| service type outlet – moved to mainstream services | |
| Service user no longer needs assistance from 2 service type outlet – other | |
| Service user moved to residential, institutional 3 or supported accommodation setting | |
| Service user's needs have increased4 – other service type required | |
| Services terminated due to budget/staffing constraints | |
| Services terminated due to Occupational Health 6 and Safety reasons | |
| Service user moved out of area 7 | |
| Service user died | |
| Service user terminated service 9 | |
| Other 10 | |

Questions 17e and 17f only need to be completed by service types 1.05–1.07, 2.06, 3.01, 3.03 and 4.01-4.05.

| Hours received – please indicate the number of hours of support received by the service user for this NDA service type: | The amount of NDA-funded support received by a person for this NDA service type during the reporting period. |
|---|---|
| 17e. In the 7-day reference week preceding the end of the reporting period. | See Data Guide page 95-96 |
| | Saa Data Cuida paga 07.09 |

17f. In a **typical (or average) 7-day week.**

See Data Guide page 97-98

| ACT-specific items | | | | | | | |
|--|--|-----------------------------------|---|--------------------|--|---|---------------------|
| Question 1 only ne | Question 1 only needs to be completed if the service user commenced this service type in | | | | | | |
| 1. How important we Decreases in the ave Major N | ere the followi | ng factors in tl | he servi re? | | nencing See Aa Questior | | |
| | of a maior init linor lictor 2 | urv? Not a Factor 3 | Unk | nown 4 | Question | lditional ACT ns Data Guide les 4 & 5 | |
| | Please com | plete items 2- | 5 for all | service users | | | |
| 2. Has this service u Yes 1 3. How many addition Number | No 2 | Not known | 3 | | See Ad Question F Carer re rounded | lditional ACT ns Data Guide page 6 equested bu d up to the ne | ut is not earest |
| 4. Has this service u Yes 1 | ser/carer requ No2 | uested anv ot Not known | h <mark>er ser</mark>] ₃ | vice types tha | See Ad Questior | are currentl Iditional ACT Ins Data Guide Dage 8 | v not |
| 5. If so, which servic | e type(s) (ple | ase tick)? And | d how m | nany additiona | l hours | per week? | |
| 1) Accommodation s | support | | Numbe | r of Hours 0 - 168 | 3 | Hours should | a no |
| 2) Community suppo | ort | | Numbe | r of Hours 0 - 168 | | rounded up t nearest wh | to the nole |
| 3) Community acce | ss | | Numbe | r of Hours 0 - 168 | 3 | number (wher than one ho estimated, pl | ur is |
| 4) Respite | | | Numbe | r of Hours 0 - 168 | 3 | use the code | |

Thank you for your time and effort.