

Disability services output and output measures list

Version 4.1

Disability Services funds non-government organisations (FNGOs) to deliver services on an output basis.

An output is a good or a service delivered to someone else which generates a desired outcome. FNGOs transform resources (inputs) into services (outputs) and the impact of these outputs on individuals, groups and the community are the outcomes of the service.

Disability Services use a standard set of outputs to describe the services it purchases:

- 1.01 - 1.08 Accommodation support
- 2.01 - 2.07 Community support
- 3.01 - 3.03 Community access
- 4.01 - 4.05 Respite
- 6.01 - 6.05 Advocacy, information and alternative forms of communication
- 7.01 - 7.04 Other support

Output category	Output code	Output code descriptor	Description	Measure
Accommodation Support	1.01	Accommodation support in a large residential/institution (>20 places)	Large residential/institution are usually located on large parcels of land and provide 24-hour residential support in a congregate setting of more than 20 beds.	Place
Accommodation Support	1.014	Additional accommodation support in a large residential/institution (>20 places)	Additional support provided through an individualised funding allocation to an individual residing in a large residential/institution. The additional accommodation support is provided to enable the individual to remain in the accommodation arrangement i.e. their support needs are higher than the support provided as part of the place.	Hour
Accommodation Support	1.02	Accommodation support in a small residential/institution (7-20 places)	Small residential/institution are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds.	Place
Accommodation Support	1.024	Additional accommodation support in a small residential/institution (7-20 places)	Additional support provided through an individualised funding allocation to an individual residing in a small residential/institution. The additional accommodation support is provided to enable the individual to remain in the accommodation arrangement i.e. their support needs are higher than the support provided as part of the place.	Hour



Output category	Output code	Output code descriptor	Description	Measure
Accommodation Support	1.041	Accommodation support in a group home (<7 places) that is owned or leased by the FNGO	Group homes provide combined accommodation and community-based support to less than 7 people in a residential setting. The FNGO owns, leases or holds in trust the residence and is integral to managing both the household and providing the direct support.	Place
Accommodation Support	1.042	Accommodation support in a Group Home (<7 places) where the residents are reliant on the provision of accommodation support and household management by the FNGO	Group homes provide combined accommodation and community-based support to less than 7 people in a residential setting. The FNGO has no direct financial control of the residence but is integral to managing both the household and providing the direct support i.e. without the FNGO the household could not continue to operate.	Place
Accommodation Support	1.044	Additional accommodation support in a Group Home (<7 places)	Additional support provided through an individualised funding allocation to an individual residing in a group home. The additional accommodation support is provided to enable the individual to remain in the accommodation arrangement i.e. their support needs are higher than the support provided as part of the place.	Hour
Accommodation Support	1.05	Attendant care/personal care	An attendant care program provides for an attendant(s) to assist people with daily personal care needs that they are unable to complete for themselves because of physical, intellectual or any other disability.	Hour
Accommodation Support	1.06	In-home accommodation support	Support involves individual in-home living support and/or developmental programming services for people with a disability, supplied independently of accommodation. This can include assistance with shopping, banking, budgeting, etc. The primary focus of in-home accommodation support is to provide support to assist the service user to live in their own residence. If support is shared and the FNGO is integral to the management of both the household and the direct support refer to either 1.041 or 1.042.	Hour
Accommodation Support	1.07	Alternative family placement	Placements of a person with a disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.	Place
Accommodation Support	1.081	Other accommodation support (Specialist services/further education)	Provides short-term, one-off instances of accommodation support to individuals or families to access specialist services or further education. If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to service types 4.01 – 4.05.	Hour



Output category	Output code	Output code descriptor	Description	Measure
Accommodation Support	1.082	Other accommodation support (Emergency and Crisis)	Provides short-term, one-off instances of accommodation support in emergency or crisis situations e.g. following the death of a parent or carer. If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to service types 4.01 – 4.05.	Hour
Accommodation Support	1.083	Other accommodation support (Holiday Accommodation)	Provides short-term, one-off instances of accommodation support in houses or flats for holiday accommodation. If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to service types 4.01 – 4.05.	Hour
Community Support	2.01	Therapy support for individuals	Specialised, therapeutic care services including occupational therapy, physiotherapy and speech therapy. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.	Hour
Community Support	2.02	Early childhood intervention (children up to (but not including) 6 years of age with a developmental delay)	Support services to assist children up to (but not including) 6 years of age with a developmental delay to integrate with peers into pre-schools and the wider community. This will include the full range of services that the child receives.	Hour
Community Support	2.021	Early intervention (infants and young children with a disability aged 0-8 years)	Services to assist young children with a disability and their families to develop sustainable mechanisms of support including the provision of information and support to access mainstream services. *Support provided with funding allocated under the early childhood initiative must use this output.	Hour
Community Support	2.03	Behaviour/specialist intervention	These include the range of services relating to the management of challenging behaviors, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.	Hour
Community Support	2.04	Counselling (individual/family/group)	Services that provide counselling to individuals, families or groups.	Hour
Community Support	2.05	Regional resource and support teams	Regional resource and support teams are generally interdisciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03 that cannot be broken down into the component parts.	Hour



Output category	Output code	Output code descriptor	Description	Measure
			Regional resource and support teams may also assist service users to access mainstream services and/or support mainstream funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.	
Community Support	2.062	Case management	Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting services to respond to their service needs.	Hour
Community Support	2.064	Community Development	Community development involves working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with a disability to live and participate in the community and assist families in their continued provision of care. This includes services which offer a combination of information/referral and local community coordination and development where the two cannot be separated.	Service Report
Community Support	2.07	Other community support	Community support services that do not work with an individual. Other community support is broken down into the following 3 sub categories: <ul style="list-style-type: none"> • 2.071. The measure is a service report • 2.072. The measure is hour • 2.073. The measure is place. 	Dependent on model of service
Community Access	3.01	Learning and life skills development	Services that provide on-going day-to-day support for people with a disability to gain greater access and participate in community-based activities. May focus on continuing education to develop skills and independence in a variety of life areas (e.g. self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction.	Hour
Community Access	3.02	Recreation/holiday programs	Services that aim to facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities. Recreation/holiday programs is broken down into the following 2 sub categories: <ul style="list-style-type: none"> • 3.02. The measure is hour • 3.022. The measure is a service report. 	Dependent on model of service
Community Access	3.03	Other community access	Community access services which do not fit 3.01–3.02. Other community access is broken down into the following 3 sub categories: <ul style="list-style-type: none"> • 3.031. The measure is a service report • 3.032. The measure is hour • 3.033. The measure is place. 	Dependent on model of service



Output category	Output code	Output code descriptor	Description	Measure
Respite	4.01	Respite in own home	Respite care provided in the individual's own home location.	Hour
Respite	4.022	Respite in centre-based respite/respite home	Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings.	Hour
Respite	4.031	Host family respite	Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. These services are usually provided on a voluntary basis.	Place
Respite	4.032	Peer support respite	Peer support respite is generally targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. These services are usually provided on a voluntary basis.	Hour
Respite	4.04	Flexible respite	Respite services that offer any combination of own home and host family/peer support respite (output code 4.01 and 4.03) where they cannot be separated. Includes social activities for respite and day outings.	Hour
Respite	4.051	Other respite (Crisis respite)	Respite provided in emergency or crisis situations.	Hour
Respite	4.052	Other respite (Holiday respite)	Respite provided where the primary intention of the service is to provide respite support (rather than primarily a holiday experience) and the service user is generally separated from their usual support arrangements, e.g. family.	Hour
Advocacy, information and alternative forms of communication	6.011	Individual Advocacy	Services that work with people with a disability on an individual basis to uphold their rights and interests and to increase the control they have over their lives, through representation and building the person's capacity for self-advocacy. Examples include: individual advocacy, self-advocacy, and citizen advocacy.	Service Report
Advocacy, information and alternative forms of communication	6.012	Systemic Advocacy	Services that work to influence or secure positive long-term changes that remove barriers and address discriminatory practice to ensure that collective rights and interests of people with disability are upheld.	Service Report
Advocacy, information and alternative forms of communication	6.013	Representative Advocacy	Services that represent a specific group/ cohort of people with disability, either through individual advocacy or systemic advocacy to influence or secure positive long-term changes that remove barriers and address discriminatory practices that affect the group of people represented.	Service Report
Advocacy, information and alternative forms of communication	6.02	Information/referral	Information services provide accessible information to people with disabilities, their carers, families and related professionals. This output code provides specific information about disability-specific and generic services, equipment, and promotes the development of community awareness. Information includes contact by phone, print or email that refers a person to another service.	Service Report



Output category	Output code	Output code descriptor	Description	Measure
Advocacy, information and alternative forms of communication	6.03	Combined information/advocacy	Services that offer a combination of information/referral and advocacy services (6.01 and 6.02) to individuals where these two output codes cannot be separated.	Service Report
Advocacy, information and alternative forms of communication	6.04	Mutual support/self-help groups	Focus or special interest groups to provide support and assistance for people with disabilities, their families and carers. These groups promote self advocacy through the provision of information, support and assistance.	Service Report
Advocacy, information and alternative forms of communication	6.05	Alternative formats of communication	Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium, e.g. TTY, Braille, etc.	Service Report
Other support	7.01	Research and evaluation	Research and evaluation with respect to the provision of services funded under the NDA for people with disabilities. This includes the investigation of the need for new services or enhancement of existing services and the measurement of outcomes for people with disabilities using these services. Responsibility for this output code is shared between the Commonwealth and state/territory governments.	Service Report
Other support	7.02	Training and development	Training and development services may be funded, for example, to train disability-funded agencies to deliver higher quality or more appropriate services to people with disabilities or develop materials or methods that promote service system improvements.	Service Report
Other support	7.03	Peak bodies	Peak bodies are generally funded to support non-government disability-funded agencies in achieving positive outcomes for people with disabilities.	Service Report
Other support	7.04	Other support services	Services that are completely outside any of the defined output codes above (that is, outside output codes 1.01–1.08, 2.01–2.07, 3.01–3.03, 4.01–4.05, 6.01–6.05 and 7.01–7.03). This output code also includes the provision of one-off funding for a defined event (e.g. for promotional activities) or for the purchase of aids and equipment for a community facility (not for an individual).	Service Report



Guidelines for quantifying outputs

Output Measures

1. Place

A Place for Disability Services means the capacity to provide a disability service (as defined by the output descriptor) to one service user at a time. This measure is generally used for quantifying accommodation support services.

For example, where accommodation support is provided to three people living in a group home, the output would be three places.

2. Hour

An Hour is 60 minutes of direct support to a person – this may be an accumulation of smaller blocks of support to total one full hour of direct support. The majority of outputs are measured in hours.

When an output is measured as an hour, it refers to the direct hours of support that would be provided to a service user/s. When determining the quantity of direct support hours, FNGOs should describe output hours as an annual amount. Therefore, if a service provides five hours of community access per week for 40 weeks of the year, the total annual output is 200 hours.

Consistent with the Disability Services National Minimum Data Set, a 'direct hour of support' is the actual support received by a service user. This may be time spent in direct 'face to face' service delivery, or time spent working on behalf of a service user. It does not include administration, transport or other similar hours that the service user directly or indirectly benefits from. The information provides details about the types of activities that are included as direct support and those that are not.


Activities included in Direct Support- Time spent with the service user

- Face to face time spent providing a specific service (individually or as a member of a group).
- Sleep over duties.
- Ongoing service user monitoring, evaluation and assessment directly related to the service being provided.
- Planning supports and services with the service user.

Direct hours of support are not apportioned between the service users the hours of service provided in a group setting for each service user should be recorded. For example, if three people are supported together in a community access service for one hour, the output is represented as three hours.

Activities included in Direct Support – Time spent on behalf of the service user

- Case conferencing directly related to an individual service user which includes contact with other essential stakeholders such as a family meeting or interagency meeting.
- Activities undertaken on behalf of a service user including planning supports and services and case management coordination.
- Telephone calls made on behalf of a service user.

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- Documentation of service user notes

Indirect hours of support are apportioned between the service users when activities are related to a number of service users. For example, attending a one hour planning meeting relating two service users, the output is recorded as half an hour per person.

Activities NOT included in Direct Support

- Administration and management
- Business planning
- Corporate meetings
- Staff training
- Community consultation
- Preparation time
- Travel to and from client
- Record keeping not directly related to an individual service user
- Client referrals
- Interagency meetings not directly related to an individual service user
- Team meetings

3. Service Report

Where the quantity of the output cannot be readily represented in places or in hours of direct support to a service user a Service Report will be required. For example, information and referral services, alternative formats of communication and training and development. A Service Report provides quantitative and qualitative information about the outputs provided.

The quantitative component of a service report may include information such as the number of instances of support provided, the number of service users assisted, the number of training sessions or events held or the opening hours for the service. The qualitative component will provide the interpretation of any data collected, including for example how the outputs were provided, what was achieved, were there any problems and are there any improvements planned.

The type of information included in a service report would be tailored to the specific service. Not all types of information would be suitable for all service types. Some information may be unique to a particular service. The content of a service report will be discussed and agreed with the FNGO.

For further information contact your departmental contract officer.