Your Life Your Choice – direct payments

Frequently asked questions – Online reporting

I didn't receive my email with a username and password?

Have you checked your junk/spam email folder? Sometimes, email accounts will automatically put unknown emails into junk or spam folders. Please check these folders first and, if you still can't track down the email, please contact ProviderReporting@communities.qld.gov.au, or phone (07) 3225 2256.

I've forgotten my username and/or password?

You can reset your password yourself in the system. Select the 'Forgotten your password' link on the home page at https://odc.disability.qld.gov.au/ where you would normally login. If you have forgotten your username, please contact ProviderReporting@communities.qld.gov.au, or phone (07) 3225 2256 for assistance.

My personal information in the online reporting system is wrong! What do I do?

Does the system show the wrong date of birth? Indigenous origin information? Disability details? Other important things you can see that are incorrect?

The primary disability details field is aligned to the Disability Services National Minimum Data Set (NMDS) codes and names. This is a higher level categorisation than individual diagnoses. The list is available here.

We're keen to know about any incorrect information so please email ProviderReporting@communities.qld.gov.au, or phone (07) 3225 2256 and let us know exactly what is incorrect so that we can work with you to correct it.

What if I didn't purchase everything I said I would on my Statement of Support and Funding (SSF)?

You only have to report on what you have purchased throughout the quarter, reporting the matching service type, which can be found on your Statement of Support and Funding.

If you have more than one listed purchase/ service type but have not purchased one of them this quarter, then you will **not** have to report for any non-purchased service types.

I have nothing to report this quarter. What do I do?

If you have nothing to report for the quarter, please contact your regional YLYC Contact Officer.

I haven't received my payment!

If you have entered and authorised your data and checked that your Quarterly Reporting Checklist shows 'Nothing more to do' but have not received your payment, please contact ProviderReporting@communities.qld.gov.au, or phone (07) 3225 2256.

Should I report against the goals in my Statement of Support and Funding?

No. Reporting against your identified goals is not a requirement for NMDS reporting.

You need to report against the supports and services or outputs that you purchased during the quarter, for example 3.01 – Learning and Life Skills, or 4.04 – Flexible Respite (see section 6 of your statement).

A service type (or output) I need to report on is not listed there?

For 7.04 service type

You are not able to report on 7.04 supports in the online reporting system, even if you have been assessed for these supports and they appear in your Statement of Support and Funding. There's no issue if you don't report on these supports – it won't affect your next payment in any way.

You need to report on your 7.04 supports when you complete your annual reporting with your regional YLYC Contact Officer. You still need to keep all receipts or invoices for any services, goods or equipment purchased under 7.04. You may be asked to provide these as part of your annual reporting.

For all other service types not listed

Please email ProviderReporting@communities.qld.gov, or phone (07) 3225 2256.

Do I need to report on Medical Aids Subsidy Scheme (MASS) funding?

If you have used Your Life Your Choice (YLYC) funding to pay for gaps on purchases with MASS funding as a 7.04 support, you **do not** need to report this as part of your YLYC quarterly NMDS reporting – you will report on this as part of your annual reporting.

What is a service type (or output)?

An output is a type of support. For example, 1.06 is the output code for In-home Accommodation Support, or 3.01 is the output code for Learning and Life Skills.

What is the reference week for this quarter?

The reference week is always the last 7 days of the quarter. For example, if you are reporting supports and services purchased in quarter 2 (October–December), the reference week dates are 25–31 December 2017 (inclusive).

If you did not purchase supports or services during this week, please leave this field blank.

If you ever forget, you can find the reference weeks for each quarter in the Contacts and Quick Information Guide on the Resources page on Online Data Collection (ODC) website (at https://odc.disability.qld.gov.au/help_resources/index.aspx).

How do I fix a mistake?

If you are just changing a total, such as a total number of hours received, you can simply log back into the Online Data Collection system, navigate to the Services Received section (refer to the Reporting supports and services section of the How-to Guide), find the record and adjust the number to be corrected.
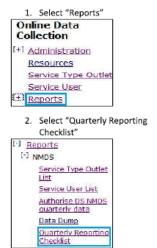
Any changes made will need to be re-authorised. Please refer to the How-to Guide (authorisation section), which is available on the Resources page of the Online Data Collection system.
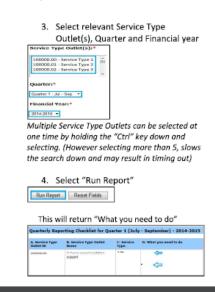
If you need to remove a support that you entered, you will have to expire this record. To do this, go to the Services Received section of Online Data Collection system (refer to the Reporting supports and services section of the How-to Guide). You will then need to select the service that needs to be removed, and click Expire on the right hand side.

You can then report the correct details and submit these.

How do I know if I have finished my reporting?

The easiest way to find out if you have completed your reporting is to run a Quarterly Reporting Checklist. Follow these steps to run your checklist.

Once you run this report, column D in Step 4 above will show if your reporting is complete or if anything is outstanding.

The aim is to see 1 dot point in column D stating "Nothing more to do". If you don't see "Nothing more to do", use the troubleshooting table below.

IF THE CHECKLIST STATES…	SOLUTION
• Click here to complete the Availability of Service questions. Please complete this at the beginning of the reporting year.	• Please contact ProviderReporting@communities.qld.gov.au or phone (07) 3225 2256 for assistance.
• Click here to complete a quarterly service type outlet record.	• Please contact ProviderReporting@communities.qld.gov.au or phone (07) 3225 2256 for assistance.
• You have not provided any services to your service users. If this is correct you may ignore this message, otherwise click here to complete this information.	• If you have not purchased anything for this service type this quarter, then this is correct, you can ignore this message. • Otherwise, if you have purchased this service type during the quarter, please add services received.
• You have services received records which have not been authorised. As you are an Authorising Officer, you may click here to authorise your service user data for use by DSQ.	• Refer to the 'How-to Guide' for authorising quarterly data. • This will ensure your payment is released.
• Nothing more to do.	• Congratulations! You have completed your reporting for this service type for this quarter. The department, on the next business day, will release your payment.

If you still experience issues after troubleshooting your reporting using the above table, please contact ProviderReporting@communities.qld.gov.au, or phone (07) 3225 2256.

Do I submit my Annual Reporting online?

No, you will continue to submit your Annual Reporting manually as you have always done. At the time of Annual Reporting, you will also be required to complete your quarterly reporting online for April to June.