

Online Data Collection (ODC)

Update – Current Service Users

Service User records

Changes have been made in ODC to archive service user records:

1. Following transition to support under the National Disability Insurance Scheme (NDIS).
2. For historical service delivery, i.e. where the service user is not currently receiving NMDS services from an agency.

This is expected to assist agencies to more quickly identify and manage current service user records for reporting in ODC.

A number of automated processes (see below) will maintain current service user records. Details are provided below.

Please note that these changes do not apply where reporting is related to restrictive practice usage.

NDIS Effective Date

Service User records with a NDIS effective date will be automatically unlinked from Service Outlets 61 days after the end of the reporting period within which the NDIS effective date falls.

For example: If a service user record has a NDIS effective date between 1/1/2019 and 31/3/2019, it will automatically be unlinked from all Service Outlets on 29/6/2019.

The NDIS effective date can be found in the Current Service User List report – see Reports update.

Service User Exit date

Similarly, Service User records will be automatically unlinked from Service Outlets 61 days after the end of the reporting period within which the reported service exit date falls.

For example: If a service user record has a reported service exit date between 1/1/2019 and 31/3/2019, it will automatically be unlinked from the Service Outlet with a reported service exit date on 29/6/2019.

The Service User exit date can be found in the Reported Services List report – see Reports update.

Non-current service user records

Service Users who have not received a service from a Service Outlet prior to January 2018 are deemed to no longer be current and have consequently been unlinked.

If an eligible Service User subsequently receives a specialist disability service from the same Service Outlet, please contact the Provider Reporting team to re-link the record (via email to providerreporting@communities.qld.gov.au).

These changes do not affect agencies access to their reported data.

Reports

Two new reports have been introduced

- Current Service User List.
- Restrictive Practice Compliance.

The Service User List report has been renamed the Reported Services List report to better reflect the displayed data and intent of this report.

Report – Current Service User List

Current Service User List report has been created for agencies to display:

- A list of all currently linked Service Users.
- Service Users BIS ID.
- Service Users NDIS Status.
- Service Users NDIS approved plan status and effective date (if applicable).

The Current Service User List report is available from the Reports menu link (under NMDS).

Report – Reported Services List

Reported Services List report has been updated for agencies to display:

- A list of Service Outlets reported against per financial year.
- Service Users last reported service received date.
- Date Service user left a service.
- Hours reported against the Service User.

The Reported Services List report is available from the Reports menu link (under NMDS).

Report – Restrictive Practice Compliance

A Restrictive Practice Usage and Compliance report is now available for agencies in ODC.

This report enables agencies to view their approval, usage and reporting information for each applicable Provider by Year and Month.

This report is available from the Reports Menu link (under Restrictive Practices).