

Online Data Collection System How-to Guide

Your Life Your Choice – direct payments
Quarterly NMDS reporting online

April 2019

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About the guide

As a Your Life Your Choice (YLYC) participant, you are required to report the supports and services you used at the end of each quarter (4 times per year) to the department. This process accounts for the funding you have received and will trigger the next direct payment to you from the Department.

This guide will show you how complete your NMDS reporting process online via the Queensland Government Secure Services Gateway, Online Data Collection.

To access the Queensland Government Secure Services Gateway visit [https://Online Data Collection.disability.qld.gov.au/](https://OnlineDataCollection.disability.qld.gov.au/)

Section 1

In this section you will learn how to log into the Queensland Government Secure Services Gateway and set up your account.

Initial account set up

1. You will receive two emails to set up your online reporting account:
 - a. A “New User Account Created” email that contains the link to the Online Data Collection website and an Online Data Collection login username
 - b. A “Welcome to the Queensland Government Secure Services Gateway” email that contains a single use temporary password.
2. Use these details to log into the website for the first time and set up your user account. When you link to the Online Data Collection website, the following screen will appear.

Enter the Online Data Collection login username and temporary password provided in the two emails and then click on “Login”.

Secure Services Gateway

Welcome to the Secure Services Gateway for the Department of Communities, Child Safety and Disability Services.

The Secure Service Gateway manages your access to various web based systems. All Login on the systems are monitored and logged. Unauthorised attempts to access the web based systems are monitored. Any person found to be an unauthorised user may be prosecuted

Login

Username:

Password:

[Forgotten your password](#)

3. The following screen will appear. Please read the content and then click on “Next”.

[Help](#)

Initialisation start

Initialisation

As a new user to the system you must take a few moments to perform some setup tasks before starting regular use. These setup tasks are only required when you first access the system and in future you will not see these screens.

The following steps will be performed in this order:

1. Change password
2. Update details

Please use the **Next** button below to navigate to Step 1: Change password.



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4. A customised password will be required before proceeding further. Please enter the password that was provided in the email in the 'Old Password' box, and then enter and confirm a new password of your choosing before clicking on "Next".

New passwords must be lower case letters and number only, and be between 5 to 20 characters in length.

[Help](#)

Initialisation step 1 of 3

Change my password

Your password has expired. Please change it below before continuing.

An asterisk (*) indicates that an answer is required.

Details

Old Password:*

New Password:*

Confirm New Password:*

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5. Your User details will then appear on the next screen. On this screen you can change any of the User details shown (Name, login, etc.). You will also need to create a security question and answer (for example: Name of my first pet? Dory).

All items with a red asterisk are mandatory and must be completed before clicking on "Next".

[Help](#)

Initialisation step 2 of 3

Edit my details

An asterisk (*) indicates that an answer is required.

Details

Surname:*

First Name:*

Login name:*

Security question:* ←

Security question answer:* ←

Email address:*

Phone:

Agency:*

This person will be able to access the following data (tick all that apply)

NMDS

Restrictive Practice

This person will be able to access the data associated to the following Service Outlet / Service Type Outlet (tick all that apply)

Select All Clear Selection

←

Once you have completed all mandatory fields, you will received an “Initialisation complete” message on the screen, with a link that will allow access to the [Online Data Collection home page for reporting](#).

[Help](#)

Initialisation complete

Thank you for completing the Disability Services Queensland Online Data Collection System initialisation procedure.

You may now access the [Online Data Collection home page](#).

Section 2

In this section you will learn how to

- navigate the Online Data Collection System
- understand the sections within the Online Data Collection System and how to use them
- complete your Quarterly NMDS report online

Main menu

1. Once you are logged in to the Online Data Collection System (<https://OnlineDataCollection.disability.qld.gov.au/>), you will see the home screen (pictured below). Navigate by either clicking on the **left hand menu** or the **headings** in the main section.

Help

Online Data Collection

[+] [Administration](#)

[Resources](#)

[Service User](#)

[+] [Reports](#)

User ID:

Role:

Agency:

Online Data Collection

Administration
Allows for administration of agency, service type outlet and ODC user details.

Initialisation
Setup for a first time user.

Resources
Collection of documents with helpful guidelines for system users.

Service user
Search and view service user, services received and restrictive practices information for your agency each quarter.

Reports

- Authorisations for release of final data for use in the quarterly DS NMDS collection
- Standard Service Type Outlet and Service User list reports
- 'Reported Data extract' for ad-hoc reporting purposes.

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- Administration:** Used to update your details, change passwords, etc.
- Initialisation:** Used if you wish to enter a new security question and response.
- Resources:** The location of this guide, as well as other useful documents and guidelines.
Please note that a link to the Resources page is also available by clicking the 'Online Data Collection' link near the bottom of your login page. You can still access all resources, even if you have forgotten your password or login details.
- Service User:** The details of the person or people receiving the service, along with the history of services received.
- Reports:** Available system generated reports.

Administration

2. The Administration screen displays the following:

[Help](#)

Online Data Collection [Online Data Collection > Administration](#)

Administration

- [Administration](#)
- [Service Outlets](#)
- [Service Type Outlets](#)
- [My details](#)
- [Users](#)
- [Change my password](#)
- [Service Type Outlets Allocation](#)
- [Resources](#)
- [Service User](#)
- [Reports](#)
- [What's new?](#)

My details
Allows an ODC user to change their details (login name, security question, contact details, etc).

Users
Allows administration of all ODC users.

Change my password
Allows an ODC user to change their own password.

Service Type Outlets Allocation
Allows you to view the Service Type Outlets with which you operate.

User ID:
Role:
Agency:

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- a. **My details:** Displays your details and allows the information to be updated.
- b. **Users:** Displays the list of people who have access to your service user information in Online Data Collection. Any logins that start with “directpayment” are used by the department.

Please note that, while the department is able to reset your password if needed, the department does not have access to your password.
- c. **Change my password:** Allows you to change your own password.
- d. **Service Type Outlet Allocation:** Displays the list of services that you have been assessed and approved for, which you may purchase and need to report. If you are missing a service type in this section, please check the Frequently Asked Questions document, which is available on the Resources page of Online Data Collection (https://Online Data Collection.disability.qld.gov.au/help_resources/resources_ext.aspx).

Service user

3. To view the **Service User** screen, click on the 'Service user' option on the left hand menu:

The screenshot shows a navigation menu on the left with the following items: [Help](#), **Online Data Collection**, [Administration](#), [Resources](#), [Service User](#), and [Reports](#). An arrow points from the text above to the 'Service User' link. The main content area displays details for the 'Service User' option, including a description: 'Search and view service user, services received and restrictive practices information for your agency each quarter.' and a list of reports: 'Authorisations for release of final data for use in the quarterly DS NMDS collection', 'Standard Service Type Outlet and Service User list reports', and 'Reported Data extract' for ad-hoc reporting purposes.

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You will then see the following screen and Service User information:

3a.

The screenshot shows the 'Service User Details' screen. The breadcrumb trail is 'Online Data Collection > Service User > Service User Details'. The page title is 'Service User Details'. Below the title, there is a link to 'ProviderReporting@Communities.qld.gov.au' for reporting changes. The main content is a table of details for a service user named Amanda James, born 10 Jan 1990. The table includes fields for BIS Client Id, First Name, Surname, Date of Birth, Date of Birth Estimate, Date of Death, Indigenous Origin, and Country of Birth. It also includes NDIS Access Status and Effective Date, Age, and Gender. Below the table are several expandable sections: 'Agency and Service Outlet Details', 'Communication Details', 'Living Arrangements', 'Disabilities', 'Support Needs', 'Informal Carer', and 'Other', each with a '[+]' icon.

Please email: ProviderReporting@Communities.qld.gov.au to notify the Department of changes to the Service User details

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In some cases, you may see the following screen instead:

3b.

Search Service User

Agency:

BIS Client ID: - OR NDIA Id:

OR

Surname:

First Name:

Please use the search by BIS Client ID (format 9999-8888) in the first instance. You must at a minimum enter a surname or first name (or part thereof) or an NDIA Id or '0' as the BIS ID to search for a service user.

If your search does not return the expected client details please notify the Department by email: ProviderReporting@Communities.qld.gov.au

To search for a Service User in this screen, enter a BIS Client ID, or surname, or first name, and then click on “Search”.

Once a successful search has occurred, the service user details screen will appear as per 3a (page 9).

- The Service User screen has a **left hand menu** that allows you to view the **Services Received** that have previously been reported – click on the item **Services received/summary** link.

[Help](#)

Service User

- [Service User](#)
- [Service User Details](#)
- [Services received / Summary](#)
- [Restrictive Practice Summary](#)
- [Return](#)

[Online Data Collection](#) > [Service User](#) > Services received

Services received

General detail

Surname: * First Name: *

Statistical Linkage Key: A M S M A

BIS Client ID: -

Date of Death:

Services received questions

Instructions... (For each service type the service user has received through this outlet please complete the following information.)

Filter

Agency:

Service Outlet:

Service Type Outlet:

[Add service received details](#) Include expired items

You will report new services received at the end of each quarter from this screen (see next section on Reporting supports and services).

Reporting supports and services

5. Select the **Services received/summary** option in the **left hand menu** to display the following screen.

At the end of each quarter report any services purchased and received by clicking on the **Add service received details** link at the bottom of the screen.

[Help](#)

Service User

[Service User](#)
[Service User Details](#)
[Services received / Summary](#)
[Restrictive Practice Summary](#)
[Return](#)

[Online Data Collection](#) > [Service User](#) > Services received

Services received

General detail

Surname:* **First Name:***

Statistical Linkage Key: A M S M A

BIS Client ID: -

Date of Death:

Services received questions

Instructions... (For each service type the service user has received through this outlet please complete the following information.)

Filter

Agency:

Service Outlet:

Service Type Outlet:

[Add service received details](#) Include expired items

6. Click on **Add service received details** and complete the following details:
All items with a red asterisk are mandatory and must be completed.

Service Outlet*

Service*

17a) Date service first received in the quarter*

17b) Date service last received in the quarter*

Snapshot Date Flag

17c) Service Exit Date

17d) Reason for Cessation

17e) Hours in Reference Week (Reference week is the last 7 days of the quarter)

17f) Total Actual client received Hours in the Quarter.*

Service Outlet: * Select from the options in the drop down box.

Service: * Select from the options in the drop down box.

Please check the Frequently Asked Questions document (on the Resources Page at https://Online Data Collection.disability.qld.gov.au/help_resources/resources_ext.aspx) if you cannot see a service. If you have purchased services or goods and equipment under the 7.04 service type, you do not need to report this as part of online reporting.

- a. **Date service first received in the quarter** * dd/mm/yyyy e.g. 10/01/2017
- b. **Date service last received in the quarter** * dd/mm/yyyy e.g. 20/03/2017
- c. **Service exit date:** Only complete if the service is **no longer required**.
- d. **Reason for cessation:** Only complete this if Service Exit date (c) is completed and select from the options in the drop down box.
- e. **Hours in reference week:** Indicate the number of hours of this service type that you received in the last seven days of the quarter – please round up any minutes and report the nearest whole hour.

If you have not purchased supports or services during the reference week period for a service type, please leave this field blank.

- f. **Total actual client received hours in the quarter:** * Indicate the total number of hours of this service type that you received during the quarter – please round up any minutes to report the nearest whole hour.

Note: that this must be reported in **hours** – days or sessions are not permissible.

7. Complete all relevant fields and then click on “**Add**”.

Your reporting obligations are not yet complete. All newly added services still need to be authorised (see later section on Authorisation).

You need to authorise any newly added services or this may impact upon your payment from the department.

Reports

8. Select the **Reports** option in the **left hand menu** to display the following screen.

Help

Online Data Collection

[+] Administration

Resources

Service User

[+] Reports

User ID:

Role:

Agency:

Online Data Collection > Reports

Reports

Service User List
Report containing the details of the service users who have been reported as receiving a service during the defined period.

Authorise quarterly data
Allows an authorised person to review preliminary data and authorise release to the Department of Communities, Child Safety and Disability Services.

Reported Data Extract
Extracts data for your agency to your computer as a comma separated file (or files) for use in ad-hoc reporting.

Quarterly Reporting Checklist
Lists what you need to do to ensure your agency is compliant for any given quarter

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- a. **Service user list:** Displays on-screen the details of the people who you have reported as receiving services.
- b. **Authorise quarterly data:** There are **two options** to running this report – to display services received that are still to be authorised, and to display services received that have already been authorised (*see next section on Authorisation*).
- c. **Reported data extract:** Displays extracts of reported data, by NMDS codes, in .txt format.
- d. **Quarterly reporting checklist:** Displays outstanding items that you need to complete for the reporting period selected in order for your payment to be processed.

If you open the Quarterly reporting checklist and either of these two messages are displayed:

- i Please complete the Availability of Service questions, and/or
- ii Please complete the quarterly service type outlet record.

Please contact ProviderReporting@communities.qld.gov.au for further advice.

Authorisation

9. Once you've added new services received, you **MUST** open the **Authorised quarterly data report** and complete the authorisation process; this triggers the next payment process from the department.

[Help](#)

Online Data Collection

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Online Data Collection > Reports

Reports

- Service User List**
Report containing the details of the service users who have been reported as receiving a service during the defined period.
- Authorise quarterly data**
Allows an authorised person to review preliminary data and authorise release to the Department of Communities, Child Safety and Disability Services.
- Reported Data Extract**
Extracts data for your agency to your computer as a comma separated file (or files) for use in ad-hoc reporting.
- Quarterly Reporting Checklist**
Lists what you need to do to ensure your agency is compliant for any given quarter

User ID:
Role:
Agency:

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10. Click **Authorise quarterly data** in Reports to display the authorisation/certification screen.

- i. select the **Quarter (or select All)**
- ii. select the **Financial year**
- iii. check the **To be authorised OR Already authorised statements**
- iv. click on the **Display Users** box

Remember: all fields with a red asterisk are mandatory and must be completed.

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- [+] [Reports](#)
- [+] [NMDS](#)
- [Service Type Outlet List](#)
- [Service User List](#)
- [Authorise quarterly data](#)
- [Reported Data Extract](#)
- [Quarterly Reporting Checklist](#)

Online Data Collection > Reports > Authorise DS NMDS Quarterly Data

Authorise Quarterly Data

An asterisk (*) indicates a required field.

Filtering Options

Quarter:*
All

Financial Year:*
2017-2018

To be authorised Already authorised

Display Users

Select All Select None

Selected	Surname	First Name	Date of Birth	Sex	Outlet ID	Date of last service	Actual Hours
<input type="checkbox"/>	Test	YLYC	01/01/2000	FEMALE	123456.50	31/10/2017	30

Authorise I certify that all reports are true and accurate and have been completed as agreed in the Individual Funding Agreement, and certify that the funds have been used to purchase supports and services as agreed in the Individual Funding Agreement.

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11. If you selected **To be authorised** and you agree with the certification statement, then:

- i. check **the box** beside the service(s) that you are certifying, and
- ii. click **Authorise**.

Note: By clicking the **Authorise** button, you will be meeting the requirement for the certification of purchases.

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Service Type Outlet List

Service User List

Authorise quarterly data

Reported Data Extract

Quarterly Reporting Checklist

User ID:

Role:

Agency:

Online Data Collection > Reports > Authorise DS NMDS Quarterly Data

Authorise Quarterly Data

An asterisk (*) indicates a required field.

Filtering Options

Quarter: *

All

Financial Year: *

2017-2018

To be authorised Already authorised

Display Users

Select All Select None

Selected	Surname	First Name	Date of Birth	Sex	Outlet ID	Date of last service	Actual Hours
<input checked="" type="checkbox"/>	Test	YLYC	01/01/2000	FEMALE	123456.50	31/10/2017	30

Authorise I certify that all reports are true and accurate and have been completed as agreed in the Individual Funding Agreement, and certify that the funds have been used to purchase supports and services as agreed in the Individual Funding Agreement.

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IMPORTANT

Once you complete the **Authorisation**, you will see the following message:

You have now authorised and submitted your quarterly report for the services you selected.

You can review your [Quarterly Reporting Checklist](#) to check that you have completed all reporting activities for this quarter.

To make sure everything is complete, we **recommend you click the link and run the Quarterly Reporting Checklist** to make sure no items are outstanding.

Help

If you need more help:

1. Check the 'Frequently Asked Questions' document available on the Resources page in Online Data Collection at:
https://OnlineDataCollection.disability.qld.gov.au/help_resources/resources_ext.aspx.
2. Contact the online data team by email: ProviderReporting@communities.qld.gov.au
3. Contact your Regional Contact Officer
<https://www.communities.qld.gov.au/disability/support-services/contact-us>
4. Contact the online data team by phone on (07) 3035 4576