Online Data Collection System How-to Guide

Your Life Your Choice – direct payments
Quarterly NMDS reporting online

April 2019

Contents

Queensland
Government

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/

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".

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

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: *

Back   Next >

Terms And Conditions | Copyright | Disclaimer | Privacy | Accessibility | Other languages

© The State of Queensland (Department of Communities, Child Safety and Disability Services) 2017 : Last Modified 22 September 2017 Version 2.11.6474

Queensland Government

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

☑
  ☑

[Back] [Next >] ⇦

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://Online Data Collection.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.

Terms And Conditions | Copyright | Disclaimer | Privacy | Accessibility | Other languages
© The State of Queensland (Department of Communities, Child Safety and Disability Services) 2017 : Last Modified 28 September 2017 Version 2.11.6480
Queensland Government

a. **Administration**: Used to update your details, change passwords, etc.

b. **Initialisation**: Used if you wish to enter a new security question and response.

c. **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.

d. **Service User**: The details of the person or people receiving the service, along with the history of services received.

e. **Reports**: Available system generated reports.

Administration

2. The **Administration** screen displays the following:

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:

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

3a.

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

3b.

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).

4. 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.

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.

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: * 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.

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.

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.

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.

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://Online Data Collection.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