Australian Government

Department of Health and Aged Care

OSR REPORTING IN THE HEALTH DATA PORTAL

4 MARCH 2024

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Contents

About This Guide

The *OSR Reporting in the Health Data Portal* user guide has been developed to assist health service users with performing their required tasks within the Health Data Portal (the Data Portal) as part of the OSR reporting process.

This user guide contains step-by-step instructions and other important information for health service users.

Health service users will perform the following functions in the Data Portal when submitting their OSR reports:

- Create/update OSR submissions and send them on to the next stage of the submission process

- Work with comments in the OSR form as part of the submission process

- Review OSR submissions

- Amend OSR submissions

- Approve OSR submissions

- Amend OSR submissions as part of exception reporting

- Participate in Interim Processing

- Extract data validation issue history details from OSR submissions as needed

- Print/PDF the OSR form as needed

Version History

This section details the different versions of this user guide and what they contain, allowing you to decide if/when you need to download an updated version of the guide for your use.

Version Number	Date	Change
1.0	4 March 2024	Original version

Introduction to the Online Services Report (OSR)

The Online Services Report (OSR) is submitted by health services every July, through the Health Data Portal.

The OSR contains the following information for each health service submitting the report:

- **Organisation Profile** – This section contains the service's physical location, accreditation information, smoke free workplace stance and incorporation/registration status.

- **Governance** – Contains details regarding the health service's governing committee/Board, such as the number of Board members (including independent directors), the training Board members have received and whether any Board members have been appointed for particular skill sets.

- **Clinic Information** – Contains information about ach of the service's sites, such as opening hours, the catchment areas each site services, the functions and services delivered from each site and the number of clients seen by each site.

- **Episodes of Care** – Details all contacts between a client and a service for a particular day, by ATSI status and gender.

  Note: This information is transferred from the service's CIS.

- **Client Contacts** – The number of individual contacts between clients and the health services during the 12 month collection period, broken down by status and gender.

  Note: This information is transferred from the service's CIS.

- **Client Numbers** – Details the number of individual clients that received health care from staff or visiting professionals during the data collection period.

  Note: This information is transferred from the service's CIS.

- **Workforce Information (Paid, Unpaid and Vacant FTE)** – Contains information regarding paid and unpaid staff that have provided health care services for the organisation during the last 12 months. The section also details positions that were vacant on the 30th of June 2023 and how long each position has been vacant for.

Introduction to the OSR form

There are several different tasks available within the OSR form in the Data Portal that can be used to help you submit your data as quickly and as accurately as possible.
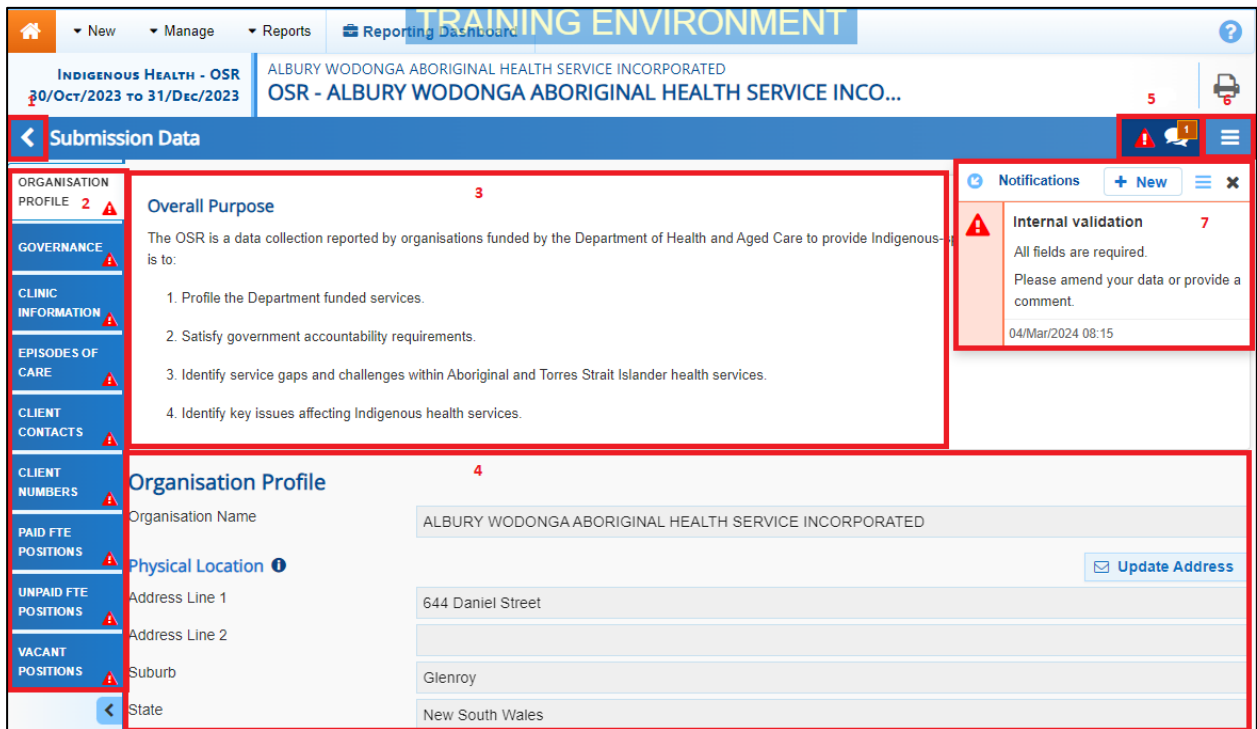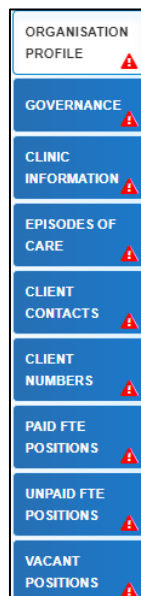

1. Cancel and go back to overview

 - Allows you to quickly navigate away from the form and back to the Data Portal home screen.

2. The Sections/Tabs List

Allows you to move through the different sections of the OSR form by selecting the tab/section you wish to view/work on from the left-hand side of the form.

A will display on any tabs containing data validation flags that need to be addressed due to data validation being run on the data contained within the form.

This section can be hidden if needed by selecting [<] at the bottom of the tabs. The section can then be reopened when needed by selecting [>], now at the top of the form.

When you first open the OSR form after completing your Direct Load from your CIS, most of the tabs will display a validation flag, as they contain cells that need to be completed manually, as the information required is not contained within your CIS.

3. Overall Purpose section

The *Overall Purpose* section of the OSR form will display the first time you open your OSR form each reporting round. It contains information regarding the purpose of the OSR and can be closed using the ⊗ button in the top right-hand corner of the form.

4. Main Form Window

This section of the form contains the data entry cells for the section of the OSR form that has been selected on the left-hand side. This is where all data is entered in the form.

5. Open notifications - Some comments require action buttons

If there are any data validation flags that need to be addressed in a particular section of the form, [⚠] will display in the blue *Submission Data* bar in the top right-hand corner of the form.

If there are any comments that have been added to the section by a user, [💬] will display in the blue *Submission Data* bar in the top right-hand corner of the form.

To view a validation flag or user entered comment in the *Notifications Tray*, simply select the applicable button.

6. The Options Menu

The *Options Menu* groups together additional functions that can be completed within the OSR form.

The functions available through the *Options Menu* are:
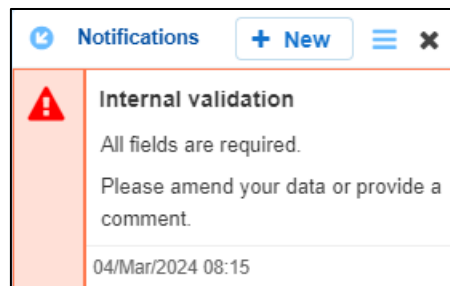
- **Summary View** - Displays all sections of the OSR form in the one view so the whole form can be printed if needed.

- **⚡ Populate empty cells with zeros** - Adds zeros to any empty cells in the selected section.

- **⟲ Clear all cells** - Clears all data that has been entered into the cells in the selected section.

- **➕ Expand all tabs** - Allows you to open all the indicators when in Summary View.

- **➖ Collapse all tabs** - Allows you to collapse all the indicators when in Summary View.

- **⬆ Upload Workforce Profile** - Allows the user to upload their completed Workforce Profile spreadsheet to populate the Paid and Unpaid FTE tabs of the OSR form.

- **ⓘ About OSR** - Redisplays the *Overall Purpose* panel at the top of the form.

7. The Notifications Tray

All data validation flags and user comments in the forms are displayed in a *Notifications Tray*.

⚠ To open the *Notifications Tray* if it doesn't display by default in the form, select either ⚠ or 💬 .

> **Notifications**   **+ New**   ≡ ✕
>
> ⚠ | **Internal validation**
> All fields are required.
> Please amend your data or provide a comment.
> 04/Mar/2024 08:15

- To dock the tray at the bottom of the section or undock it so you can move it around the form, select ⤴

- To add a new comment, select **+ New** .

- To search for a particular validation flag/user comment, or to show completed comments in the tray, select ≡.

- To close the tray, select ✖.

- To respond to a validation flag/user comment, hover your mouse pointer to the right of the title so the available buttons display, and then select ↩.

- To view any highlighted cells accompanying the flag/comment, select 👁.

OSR Submission Workflow

Indigenous Health Data Reporting – Submission of a Data Asset Workflow Diagram
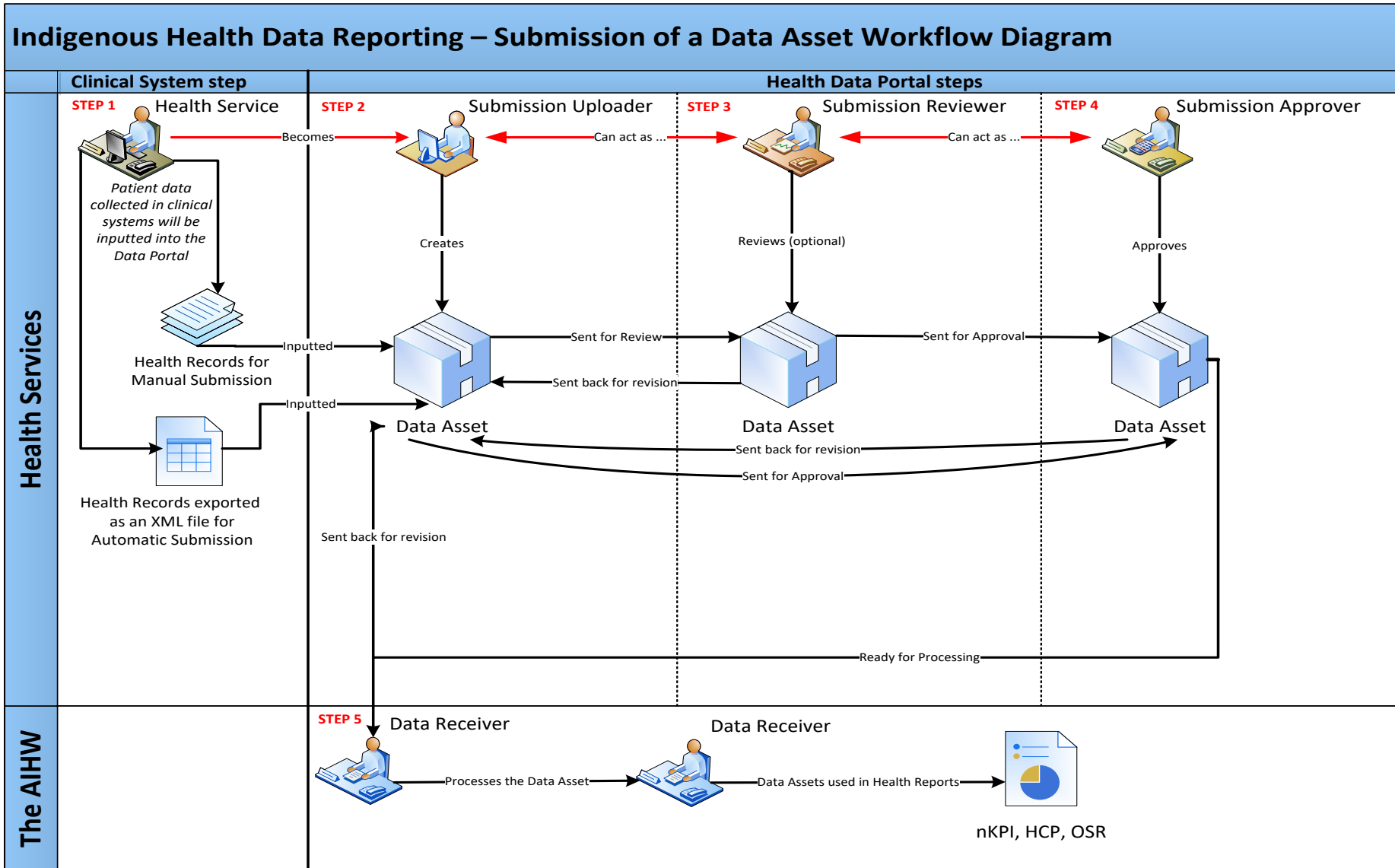
OSR Submissions

At the commencement of an OSR reporting round each July, health services required to report on their OSR data will be notified via email that the reporting round has commenced.

Each health service will then need to report on their OSR data through the Health Data Portal. Depending on the Clinical Information System (CIS) they use to record their data, the health service can submit their OSR submission in the Data Portal using either of the following two methods:

- **Direct Load** – an automatic data transfer from the health service's CIS to the Data Portal. The CIS' capable of facilitating the direct load of data into the Data Portal are *Communicare*, *MMEx*, *Medical Director* and *Best Practice*.

- **Manual Submission** – the health service will need to manually create the OSR submission in the Data Portal and enter their aggregated clinical data into a blank form within this submission.

Automated Data Validation

As part of the creation and submission of OSR reports in the Data Portal, there will be automatic data validation rules run over the data that is either submitted as part of the direct load process or manually entered in the applicable form by the *Submission Uploader* within the health service.

The data validation rules that will be run over the clinical data submitted through the Data Portal will be based on the *AIHW data validation rules 2019* user guide, so this can be referred to if more information is required regarding the rules the AIHW have asked to have implemented through the Data Portal.

The following are the three primary data checks that will occur in the Data Portal to implement the AIHW's data validation rules as part of the automated OSR data validation process:

- **Mathematical check** – the *mathematical check* data validation will ensure there are no mistakes in the data that has been transferred in the submission (for example, there are no "numerator" values higher than the "denominator" value). Any errors identified in an indicator by the mathematical check will need to be resolved by the health service by amending the applicable values.

- **Completeness check** – the *completeness check* data validation will identify any blank cells, either in the direct load data transfer or as part of manual submission and will ask the health service to validate whether there should be values in these cells. Any errors identified in an indicator by the completeness check will need to be resolved by the health service by either entering a value into the applicable cells or adding a comment explaining why the cells in question have been left blank.

- **Year-to-year variance check (time trend validation)** – the year-to-year data validation check will compare the health service's data with their data from previous years. If there are significant differences in these figures (20% or more) from one year to the next, then this will be flagged as part of the validation process. For example, if a particular health service reported 5000 episodes of care during the current data collection period but only 3000 were reported in the previous period, this would be picked up by the check as a potential data entry error due to the large discrepancy. Issues identified in an indicator by the year-to-year variance check will need to be addressed by the health service by either amending the value in question or adding a comment explaining the reason for the variance.

⚠️ For detailed information regarding the specific data validation flags in the Data Portal and how to address each of these flags as you submit your report in the Data Portal, see the *Work with OSR Data Validation Rules in the Health Data Portal* user guide.

Data Validation for Direct Load Submissions

For OSR submissions that have been automatically created in the Data Portal via the *direct load* process, if there are any errors/issues identified with the data because of data validation, these errors/issues will be outlined in the email all users with the *Submission Uploader* role within the health service will receive when the data is transferred to the Data Portal. The detail regarding the issues will also be inserted into the form in the Data Portal as a flag against each of the indicators the validation errors/issues relate to (appearing as red triangles on the left-hand side of the form). The *Submission Uploader* can then amend the values in the form as part of updating the submission and submitting it to the next stage of the submission workflow.

For more information, see the *Submit your Online Services Report (Direct Load) section* later in this guide.

Data Validation for Manual Submissions

For OSR submissions created in the Data Portal through the manual submission process, users will be notified of errors/issues with their data as they enter the data into the form they create as part of the submission process.

If there are issues with the data, the *Submission Uploader* will be notified when they select 💾 Save at the bottom of each section as they enter the data into the form. The *Uploader* can then amend the values as required as they complete the form.

For more information, see *Submit your Online Services Report (Manual Process)* later in this guide.

Rerunning Data Validation

It is important to note the automated data validation process will occur whenever a change is made to data in your OSR form, and the change saved, at any stage of the submission workflow. For example, if a submission is returned to the *Submission Uploader* for amendment after being reviewed and the *Submission Uploader* changes a value in the form, data validation will run again when the *Submission Uploader* selects 💾 Save at the bottom of the form. If there is an issue with the new value that has been entered, this will be identified as per the normal data validation rules described earlier in this section of the guide.

Submit your Online Services Report (Direct Load) Overview

Health services whose CIS' (*Best Practice*, *Communicare*, *Medical Director* and *MMEx*) will allow them to, will produce and review the required OSR report in their CIS and then transfer this report (containing aggregated clinical data) directly to the Health Data Portal as an XML file. This is known as *direct load* and automatically creates a draft OSR submission in the Data Portal.

If there are any issues with the data at the time of the *direct load*, all *Submission Uploaders* within the health service will receive an email informing them of these issues. A health service *Submission Uploader* can then log in to the Data Portal and address the data validation issues in the OSR submission that has been created as part of the *direct load* process, before submitting it for review and/or approval as needed.

Submit your Online Services Report (Direct Load)

IAHP-funded health services will need to provide their aggregated OSR data to the AIHW through the Data Portal, every 12 months (*each July*). For more information regarding the type of information that should be included in your OSR submission, see *Guide to the OSR Form in the Health Data Portal*.

![!] If needed, prior to updating your direct load OSR submission in the Health Data Portal, you can download your Workforce Profile data from your *Processed* OSR submission from the previous collection period (*or the most recent collection period you submitted OSR data for).* You can then share the data with those in your service who are responsible for compiling FTE values, to make it easier to then enter this data into the Workforce Profile sections of your OSR form for the current reporting round. For more information on how to do this, see *Working with the Workforce Profile Spreadsheet in an OSR Submission* later in this guide.

The following procedure is used to submit your OSR direct load submission in the Data Portal, and address data validation flags within the submission, using the *direct load* process.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed.

A list of the submissions you are expected to submit as part of the current reporting round will display in the Reporting Dashboard.

1. To review/update your OSR submission that has automatically been created in the Data Portal (currently with the status of *Draft Submission*) as part of the *direct load* process, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select ![icon] .

Your partially completed OSR form, uploaded to the Data Portal as part of the *direct load* process will display, with each section of the form being displayed on a separate tab on the left-hand side of the form. A tab showing *Organisation Profile* details will default as displayed.

The first time you open your OSR form, the *Overall Purpose* section will display, detailing the purpose of the OSR. If you would like to close the section, select ⊗ in the top right-hand corner of the section.

Any sections of the form with identified data validation issues will display a ⚠ on the corresponding tab on the left-hand side of the form for easy identification, and the details of the data validation errors/issues for the displayed section will display as data validation flags in the *Notifications Tray* in the top right-hand corner of the form.

Most of the sections of the OSR form contain cells asking for information which is not contained within health services' CIS'. You will need to work through each of the sections of the form, starting with *Organisation Profile*, ensuring all cells have been completed and any data validation issues have been addressed.

If you need any assistance regarding what information to enter in the different sections of the OSR form, select ⓘ in the applicable section to see information regarding the purpose of the section, definitions of the values that need to be entered and practical examples of how to complete the section.

2. Complete/update the cells on the *Organisation Profile* tab as described below.

Cell/Button	Description
Physical Location	
✉ Update Address	If the address details displayed for your service are incorrect and need updating, select this button. In the new email that displays (addressed to the Indigenous Reporting inbox at Health and Aged Care) enter the correct address details for your service and send the email as normal.
Accreditation	
Does your organisation have current clinical RACGP (Royal Australian College of General Practitioners) standards accreditation?	Select either **Yes** or **No** as applicable.
Name	If **Yes** was selected above, enter the name of the agency your organisation received its accreditation from.
Expiry Date	If **Yes** was selected above, use the calendar to select your service's accreditation expiry date.
Does your organisation have current organisational accreditation (QIC/ISO/ACHS/NSQHS Standards)?	Select either **Yes** or **No** as applicable.
Standard	If **Yes** was selected above, a line will display for each of the organisational accreditation standards listed in the brackets in the question (QIC/ISO/ACHS/NSQHS). Select the check box for each of the organisational accreditation standards your health service has.
Name	Enter the name of the applicable organisational accreditation agency.
Expiry Date	Use the calendar to select the accreditation expiry date for the selected accreditation. 🟠 This date can't be in the past.
Does your organisation have any other relevant accreditations?	Select either **Yes** or **No** as applicable.
Standard	If **Yes** was selected above, five blank lines will display, in which you can enter the details of any additional accreditations your health service has. Enter the accreditation standard in the **Standard** cell.
Name	Enter the name of the accreditation agency.
Expiry Date	Use the calendar to select the accreditation expiry date for the selected accreditation.

Cell/Button	Description
	⚠️ This date can't be in the past.
Reporting	
Who is your organisation's contact for OSR reporting?	Select ▾ and select the appropriate contact person for your service from the list that displays. ⚠️ The list of names that appears will be pulled from the list of registered users for your health service in the Data Portal.
Smoke Free Workplace	
Is your organisation a smoke-free workplace or implementing smoke-free policies?	Select either **Yes** or **No** as applicable.
Do all staff have access to smoking cessation resources, services, and materials to support their own cessation attempts?	Select either **Yes** or **No** as applicable.
Incorporation/Registration Status	
Is your organisation incorporated?	Select either **Yes** or **No** as applicable.
Who is your organisation incorporated with?	If **Yes** was selected above, select ▾ and select the applicable option from the list that displays. The options are: • Australian Securities and Investment Commission (ASIC) • Office of the Registrar of Indigenous Corporations (ORIC) • *The state/territory-specific organisation that displays here* • Other – specify ⚠️ If you have previously entered this information in your OSR, it will display here and can just be updated as needed.
Is your organisation Not-for-Profit?	Select either **Yes** or **No** as applicable.
Is your organisation registered with the Australian Charities and Not-for-Profit Commission?	If **Yes** was selected above, select **Yes** or **No** to this question.
How many members did your organisation have at 30 Jun 2023?	If **Yes** was selected above, enter the number of members your health service has.

**3.** To save your changes to the *Organisation Profile* tab, select 💾 Save at the bottom of the form.

4. If any data validation flags display, read the data validation flag(s) in the Notifications Tray to determine whether any values for the section are incorrect and need to be amended, or whether the values in question are correct but may require some explanation.

If the *Notifications Tray* doesn't display by default, select ⚠ in the top right-hand corner of the form to display it.

If values are incorrect and need to be amended to address data validation flags:

i. Update the applicable value(s) in the required cell(s) to address the data validation flags.

If you are unsure which value(s) needs to be updated, in the *Notifications Tray*, select 👁 for the applicable data validation flag and the cell(s) with issues will be highlighted in red. Then, select 👁 again to remove the highlighting and action the flag as required.
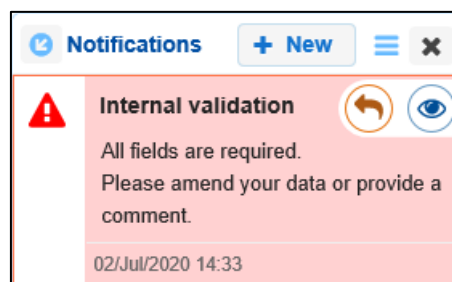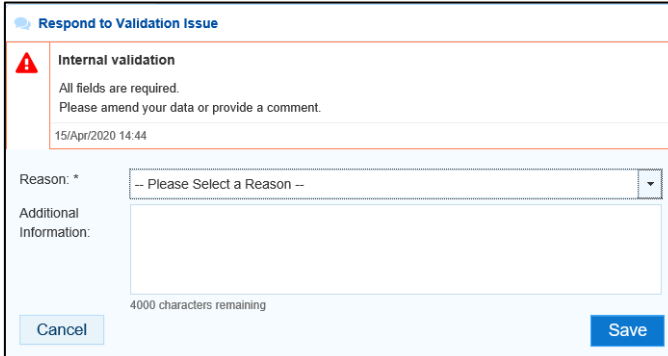

ii. To save the amendment and run data validation again, select 🖫 Save at the bottom of the form.

The data validation flag relating to the value you have just amended should now disappear.

iii. If the data validation flag hasn't disappeared, repeat the process of making amendments to the data with errors and selecting 🖫 Save until this occurs.

If you aren't changing the values but wish to add explanatory comments:

i. In the **Notifications Tray**, select ↩ next to the applicable data validation flag.

The Respond to Validation Issue dialog box will display.

ii. Select ⏷ in the **Reason** field and select the reason you are adding a response from the drop-down list. The available categories are **Unexpected results**, **Zero results/blanks**, **Internal validation,** and **General comments**.

iii. Enter an explanatory comment in the **Additional Information** field, if needed. This is an optional field.

iv. To save the response, select [Save].

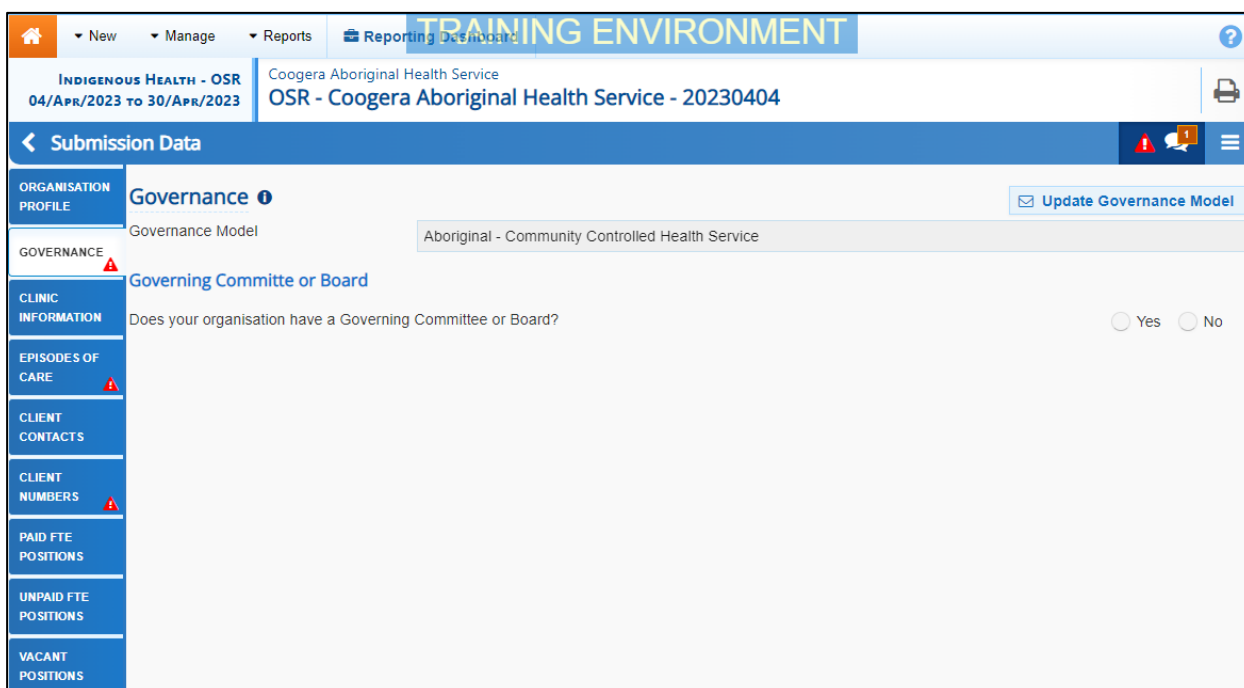v. Repeat this process for any other values in the indicator that need to be explained.

The comment(s) has been added underneath the data validation flag in the *Notifications Tray and* can be viewed by anyone accessing the submission in the Data Portal.

⚠ To be able to send your OSR submission to the AIHW for processing, you need to either amend the values with data validation flags or respond to the data validation flags for these values. If you don't address the flag using one of these two methods, your OSR submission will not be able to be sent to the AIHW for processing.

⚠ To add a new comment for a colleague to an indicator separate to the responses added to the data validation flag, select [+ New] at the top of the *Notifications Tray*, enter your comment (linking the applicable cells to the comment if needed) and then save it.

5.   To continue, select the *Governance* tab on the left-hand side of the form.

The *Governance* tab will display.

6.   Complete/update the cells on the *Governance* tab as described below.

| Cell/Button	Description
⊠ **Update Governance Model**	If the governance model displayed is incorrect, select this button. In the new email that displays (addressed to the Indigenous Reporting inbox at Health and Aged Care) select the correct governance model for your service and send the email as normal.
Governing Committee or Board	
Does your organisation have a Governing Committee or Board?	Select either **Yes** or **No** as applicable.
Do you know any further details about the Committee or Board?	This question will display if **Yes** was selected above.

Cell/Button	Description
	Select **Yes** if you know information about your Committee or Board and are happy to answer further questions about it. If you know your service has a Committee/Board but do not know enough about it to answer further questions (for example, you are part of a large hospital) please select **No**.
Are details of the members of the Board for your organisation published on your website?	Select either **Yes** or **No** as applicable.
Please provide a link to your website	If **Yes** was selected above, enter a link to your website, where the Board information can be located.
Please provide a list of Board Members	If **No** was selected above, select ![+ Add Row] and then complete the following cells to create a list of your Board Members: • **Role** – Select ![▾] and select the applicable role for your first Board Member. The options are **Chairperson**, **Deputy Chairperson**, **Treasurer** and **Director**. • **Name –** Enter the Board Member's name. • **Community they represent** – Enter the community or communities the Board Member is representing. • **Relevant Skills** – Enter any skills the Board Member has that are relevant to their role on the Board. • **Date commenced in role** – Using the calendar, select the date the Board Member commenced in the role. Repeat this process for all your health service's Board Members.
How many of the Board members were Aboriginal or Torres Strait Islander people as at 30 June 2023?	If **Yes** was selected to above, enter the number of Aboriginal or Torres Strait Islander members your board had at 30 June 2023.
Has the performance of your Board been evaluated in the past two years ending 30 June 2023?	Select either **Yes** or **No** as applicable.
Did any members of the Board receive training to assist in their role in the year ending 30 June 2023?	Select either **Yes** or **No** as applicable.

Cell/Button	Description
Who provided the training (tick all that apply)?	If **Yes** was selected above, tick the applicable check box(es) from the list below: • Australian Institute of Company Directors • Governance Institute of Australia • Australian Indigenous Governance Institute • Office of the Registrar of Indigenous Corporations (ORIC) • NACCHO and/or state-based Affiliate • Other-please specify
Does the Board include non-member independent directors?	Select either **Yes** or **No** as applicable.
How many non-member independent directors are on the board?	If **Yes** was selected above, enter the number of non-member independent members on the Board.
Have any current Governing Committee or Board members (including non-member independent directors) been specifically appointed for a skill set?	Select either **Yes** or **No** as applicable.
For which skills were they appointed (tick all that apply)?	If **Yes** was selected above, tick the applicable check box(es) from the list below: • Primary health care • Community engagement and participation • Clinical governance • Practice management • Legal/corporate governance • Financial management and accounting • Business development and marketing • Education and capacity building • Philanthropic/ corporate • Other-please specify
Please provide comment below	If **No** was selected above, enter explanatory text here.

7. To save your changes to the *Organisation Profile* tab, select [💾 Save] at the bottom of the form.

8. To continue, select the *Clinic Information* tab on the left-hand side of the form.

The *Clinic Information* tab will display.
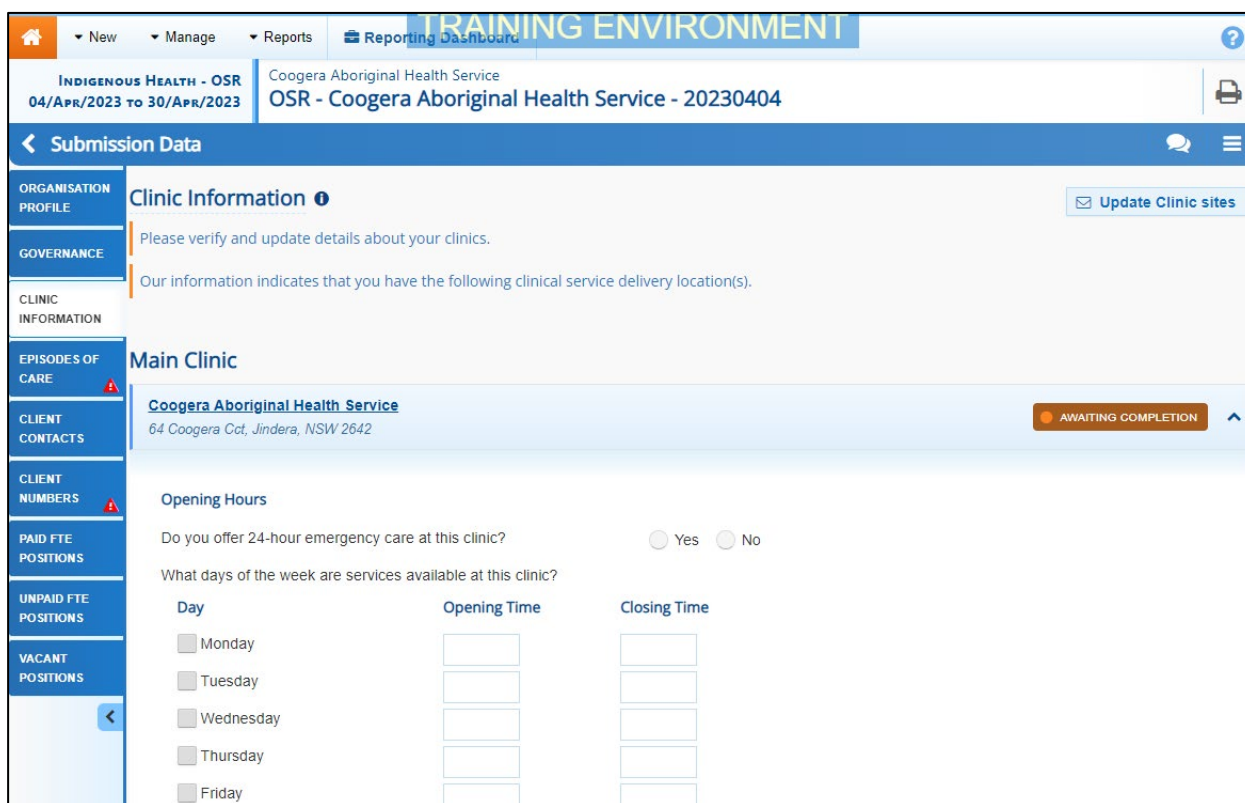
The *Clnic Information* tab will display a list of any known clinics for your health service. For each of these clinics, you will be asked to enter details regarding the clinic's service delivery details, as well as each clinic's client numbers.
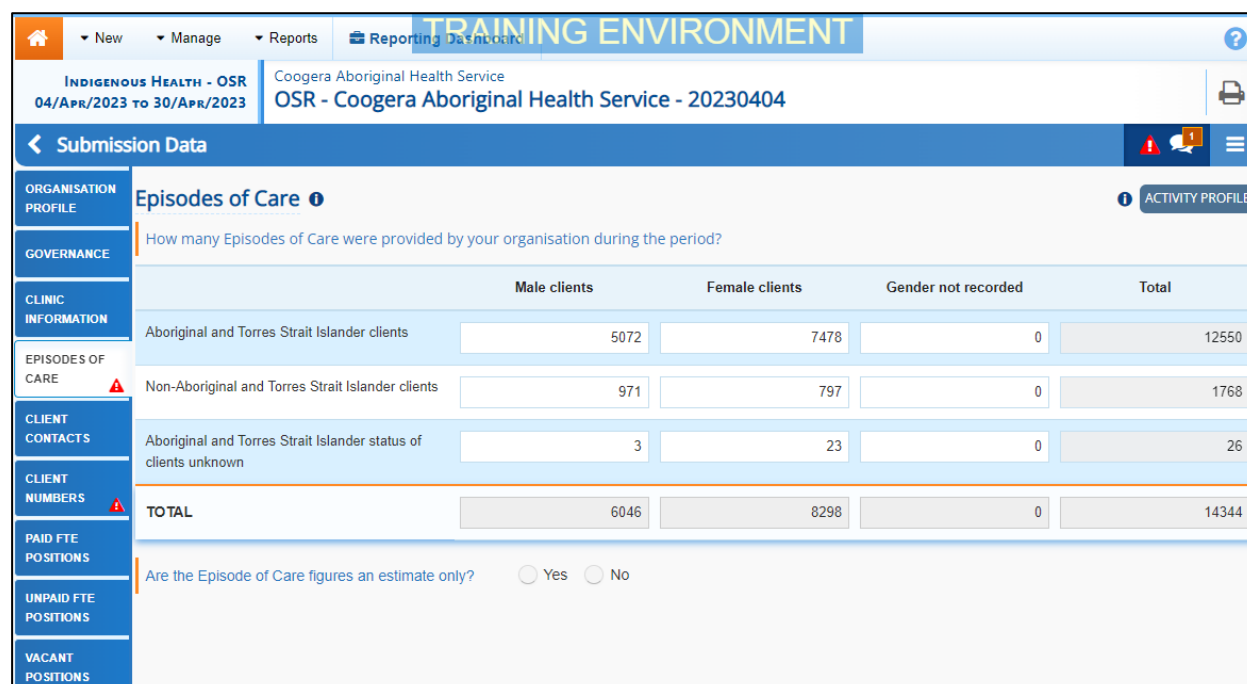
9.　If any of your clinics are missing, select ☐ Update Clinic sites in the top right-hand corner, enter the name and address information for the clinic in the email that displays and then send the email to the Department of Health and Aged Care's FNHD Health Data Portal team so they can add the clinic's details to the Health Data Portal.

10.　Complete/update the cells on the *Clinic Information* tab for each of your health service's clinics, as described below.

Cell/Button	Description
Do you offer 24-hour emergency care from this location?	Select either **Yes** or **No**.
What days of the week are services available at this clinic?	If **Yes** was selected above, all the check boxes will be ticked, **00:00** will be entered in all the **Opening Time** cells and **23:59** in all the **Closing Time** cells. If **No** was selected above, then the **Monday** to **Friday** check boxes will be selected, **09:00** will be entered in the applicable **Opening Time** cells and **17:00** in the applicable **Closing Time** cells.
Catchment Areas	List the catchment areas serviced by the clinic, as you have previously done in your Activity Work Plan.
Functions and Services	Select the check box(es) relating to the functions and services the clinic provides.

Cell/Button	Description
Client Numbers (whole organisation)	Will list the total number of clients for your health service. This number has been pulled from the **Client Numbers** tab of your OSR form. ⚠️ This section is read-only and can't be edited. It is to be used as a reference if your client numbers need to be broken down further by clinic.
Client Numbers xxxxx (where xxxxx is the name of your clinic) Total – this clinic	For each of your clinics listed here, enter the number of regular clients the clinic has, into the applicable cell, The client numbers entered here for each of your clinics need to add up match the client numbers for the whole organisation, as displayed in the **Client Numbers (whole organisation) section**. ⚠️ If your health service only has one clinic, this section will not display on the **Clinic Information** tab.

11. To save your changes to the *Clinic Information* tab, select 💾 Save at the bottom of the form.

12. To continue updating your OSR form, select the *Episodes of Care* tab on the left-hand side of the form.

The *Episodes of Care* tab will display.

The *Episodes of Care* tab will display your pre-populated *Episodes of Care* data, transferred from your CIS as part of the Direct Load process.
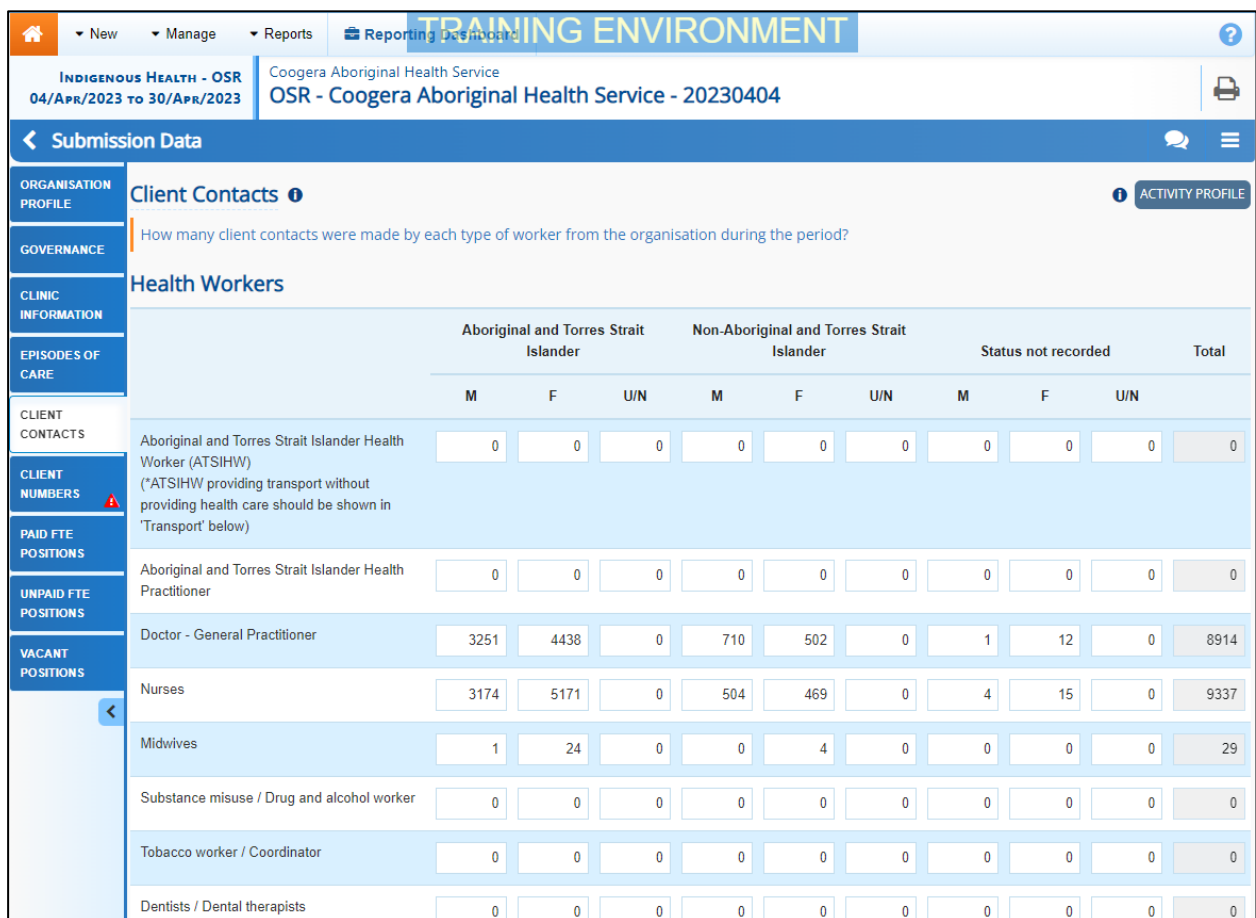
13. Complete/update the cells on the *Episodes of care* tab as described below.

Cell	Description
Aboriginal and Torres Strait Islander clients	Review/update the number of episodes of care delivered for **Male clients**, **Female clients**, and clients whose gender was not recorded.

Cell	Description
Non-Aboriginal and Torres Strait Islander clients	Review/update the number of episodes of care delivered for **Male clients**, **Female clients,** and clients whose gender was not recorded.
Aboriginal and Torres Strait Islander status of clients unknown	Review/update the number of episodes of care delivered for **Male clients**, **Female clients,** and clients whose gender was not recorded.
Are the Episode of Care figures an estimate only?	Select either **Yes** or **No** as applicable.
What is the basis for the estimate?	If **Yes** was selected above, enter details regarding what the estimate was based on.

14. To save your changes to the *Episodes of Care* tab, select 💾 Save at the bottom of the form.

15. If applicable, read the data validation flag(s) in the *Notifications Tray* to determine whether any values for the section are incorrect and need to be amended, or whether the values in question are correct but may require some explanation by responding to the flag.

If the *Notifications Tray* doesn't display by default, select 🔺 in the top right-hand corner of the form to display it.

16. To continue reviewing and updating your OSR form, select the *Client Contacts* tab on the left-hand side of the form.

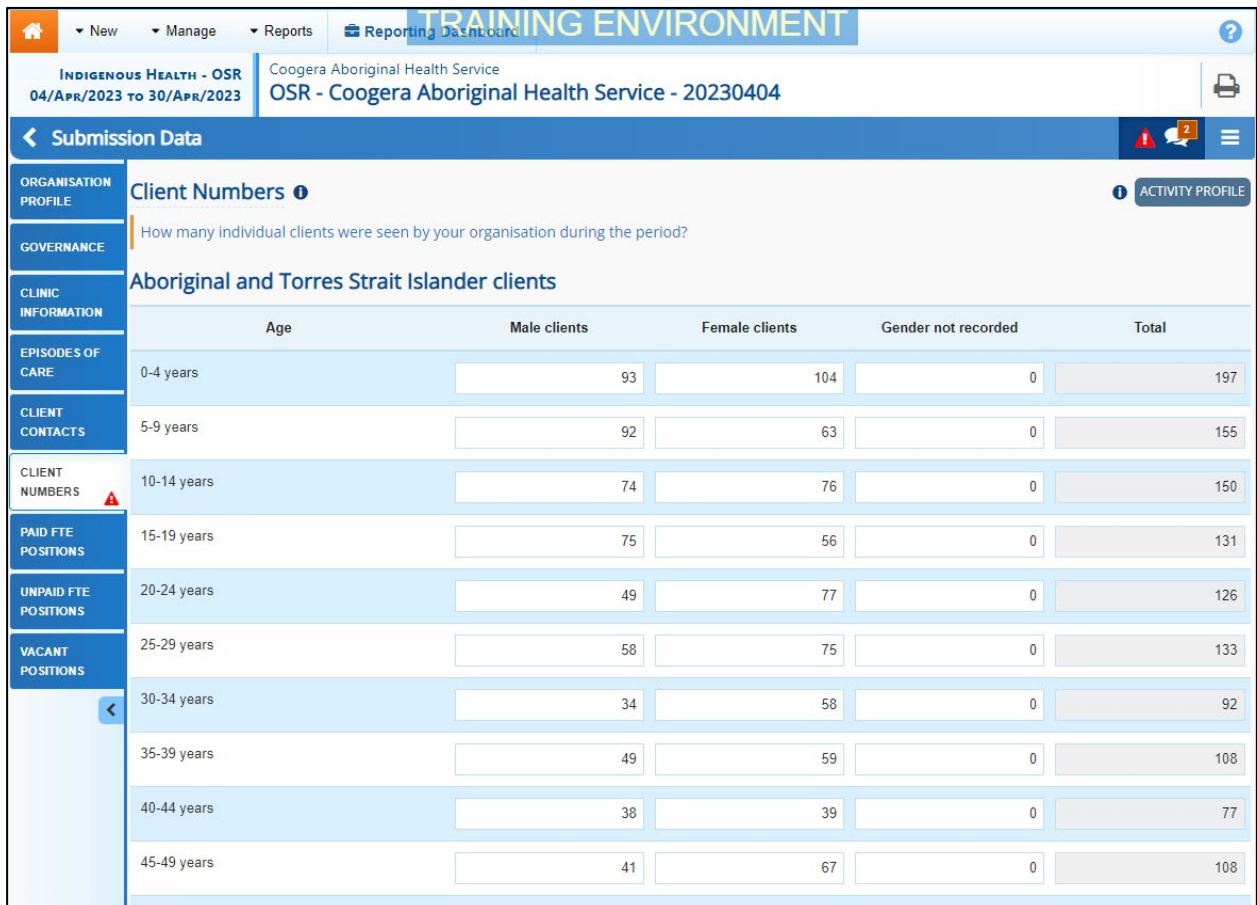The *Client Contacts* tab will display.

The *Client Contacts* tab will display your pre-populated *Client Contacts* data, transferred from your CIS as part of the Direct Load process.

17. Review and update your *Client Contacts* values as required.

18. To save your changes to the *Client Contacts* tab, select 💾 Save at the bottom of the form.

19. If applicable, read the data validation flag(s) in the *Notifications Tray* to determine whether any values for the section are incorrect and need to be amended, or whether the values in question are correct but may require some explanation by responding to the flag.

⚠ If the *Notifications Tray* doesn't display by default, select 🔺 in the top right-hand corner of the form to display it.

20. When you are ready, select the *Client Numbers* tab on the left-hand side of the form.

The *Client Numbers* tab will display.

Age	Male clients	Female clients	Gender not recorded	Total
0-4 years	93	104	0	197
5-9 years	92	63	0	155
10-14 years	74	76	0	150
15-19 years	75	56	0	131
20-24 years	49	77	0	126
25-29 years	58	75	0	133
30-34 years	34	58	0	92
35-39 years	49	59	0	108
40-44 years	38	39	0	77
45-49 years	41	67	0	108

The *Client Numbers* tab will display your pre-populated client numbers data, transferred from your CIS as part of the Direct Load process. This data will be broken down into three tables: *Aboriginal and Torres Strait Islander clients*, *Non-aboriginal and Torres Strait Islander clients* and *Aboriginal and Torres Strait Islander clients status unknown.* Each of these tables will then be broken down by age group, from *0 – 4 years* through to *65 years and older*.

21. Review and update your *Client Numbers* values as required.

22. Answer either **Yes** or **No** to the **Are the client number figures an estimate only?** question.

23. If **Yes** was selected, enter details regarding what the estimate was based on in the **What is the basis for the estimate?** cell.

24. To save your changes to the *Client Numbers* tab, select 💾 Save at the bottom of the form.

25. If applicable, read the data validation flag(s) in the *Notifications Tray* to determine whether any values for the section are incorrect and need to be amended, or whether the values in question are correct but may require some explanation by responding to the flag.

⚠ If the *Notifications Tray* doesn't display by default, select 🔺 in the top right-hand corner of the form to display it.

26. When you are ready, select the *Workforce Profile - Paid FTE Positions* tab on the left-hand side of the form.

The *Workforce Profile - Paid FTE Positions* tab will display.

The *Paid FTE Positions* tab of the OSR form will be blank, as workforce data isn't stored in the CIS. You will need to enter your paid position data manually.

⚠ REMEMBER - You can download your Workforce Profile data from your *Processed* OSR submission from the previous collection period if needed. You can then share the data with those in the service responsible for compiling FTE values, to make it easier to then enter this data into the Workforce Profile sections of your OSR submission for the current reporting round. For more information on how to do this, see *Working with the Workforce Profile Spreadsheet in an OSR Submission* later in this guide.

The *Paid FTE Positions* tab is used by health services to record the number of paid Full Time Equivalent (FTE) positions within your health service, on the 30th of June for the applicable financial year, for:

- General and other staff
- Health professionals / Workers

Data captured within each of the Workforce Profile sections of the form serves the following purposes:

- It provides a picture of the numbers of staff falling into various professional categories, which may be used for longer term workforce planning.
- It provides information regarding the number of FTE by staff function, which may help identify gaps in service capability by geographic area.

- It provides information on unfilled positions and staff turnover, which in turn may provide information on the key issues faced by services.
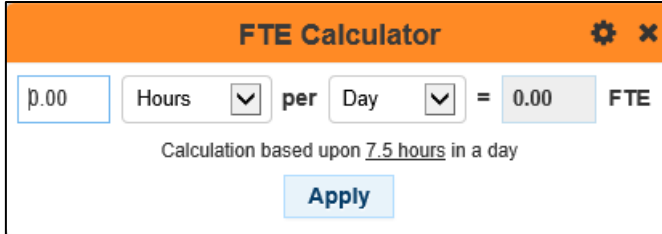
Calculating FTE

Full-time equivalent (FTE) is the ratio of the total number of paid hours during a period (part time, full time, contracted) by the number of working hours in that period (Mondays through Fridays). The ratio units are FTE units or equivalent employees working full-time. In other words, one FTE is equivalent to one employee working full-time.

For convenience, the Workforce Profile tab of the OSR form includes an FTE calculator in each cell 📝 which can be configured to suit your organisation's standard working hours.

27. For paid workers, enter the number of "*Aboriginal or Torres Strait Islander*" and "*Other*" FTE positions for each of the listed roles.

⚠ The cells in the Paid FTE Positions tab will accept up to seven characters, including two decimal points. For example, 9999.99.

28. If you need assistance calculating the FTE of a position, select 📝 in the applicable cell.

The FTE Calculator will display.

29. Enter the number of hours per day, days per week etc the person in the selected position works.

The FTE calculator will calculate the FTE figure and display it in green in the FTE cell `0.80` .

⚠ By default, the FTE Calculator will calculate the FTE of the position on a 7.5 hour day. To change this, select ⚙ and make the required changes in the **Configuration** section. To save the changes, select **Save Configuration** .

30. To apply the calculated value to the cell, select **Apply** .

31. To close the FTE Calculator, select ✖.

⚠ If there are any roles you don't have values for, select ☰ in the top right=hand corner of the screen and select *Populate empty cells with zeros* to enter zeros in these cells.

32. To add new worker types to either the *General and other staff* or *Health professionals / Workers* section, select **+ Add Row** .

The Add xxxx (where xxxx is either *General and other staff* or *Health professionals / Workers*) dialog box will display.

33. Select the **Role / function** cell and select the applicable worker type from the list that displays.

34. In the second and third cells, enter the number of "*Aboriginal or Torres Strait Islander*" and/or "*Other*" FTE respectively.

35. If there are other roles that need to be added, select ⊕ and repeat the process.

36. Once all the additional roles have been added, select **Save** .

The selected role(s) has now been added to the form.

37. To save your changes to the *Paid FTE Positions* tab, if needed, select 🖫 Save at the bottom of the form.

38. To continue, select the *Workforce Profile - Unpaid FTE Positions* tab on the left-hand side of the form.

The *Workforce Profile - Unpaid FTE Positions* tab will display.

The *Unpaid FTE Positions* tab of the OSR form will be blank, as workforce data isn't stored in the CIS'. You will need to enter your paid position data manually.
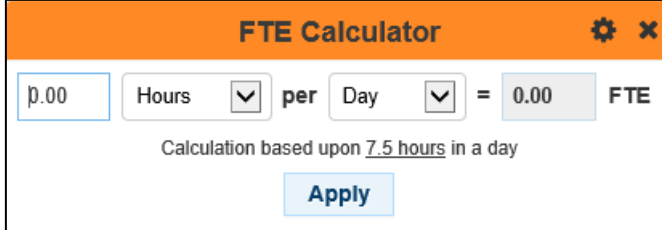
The *Unpaid FTE Positions* tab is used by health services to record the number of unpaid Full Time Equivalent (FTE) positions within your health service, for the applicable financial year, for:

- General and other staff
- Health professionals / Workers

39. For unpaid workers, enter the number of FTE positions for each of the listed roles.

⚠ The cells in the *Unpaid FTE Positions* tab will accept up to seven characters, including two decimal points. For example, 9999.99.

40. If you need assistance calculating the FTE of a position, select 📝 in the applicable cell. The FTE Calculator will display.

FTE Calculator ⚙ ✕

| 0.00 | Hours ▾ | per | Day ▾ | = | 0.00 | FTE |

Calculation based upon 7.5 hours in a day

Apply

41. Enter the number of hours per day, days per week etc the person in the selected position works.

The FTE calculator will calculate the FTE figure and display it in green in the FTE cell 0.80 .

⚠ By default, the FTE Calculator will calculate the FTE of the position on a 7.5 hour day. To change this, select ⚙ and make the required changes in the **Configuration** section. To save the changes, select **Save Configuration** .
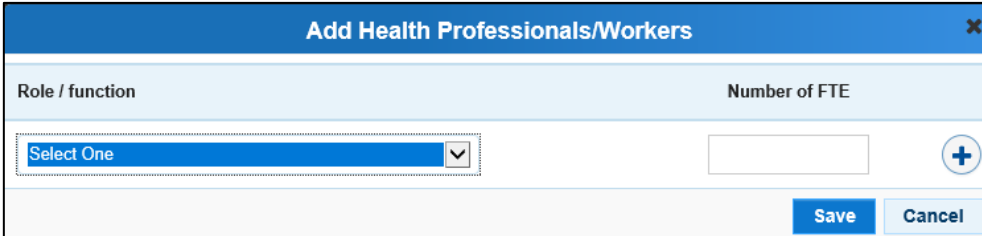
42. To apply the calculated value to the cell, select **Apply** .

43. To close the FTE Calculator, select ✖.

⚠ If there are any roles you don't have values for, select ▤ in the top right-hand corner of the screen and select *Populate empty cells with zeros* to enter zeros in these cells.

44. To add new worker types to either the *General and other staff* or *Health professionals / Workers* section, select **+ Add Row** .

The Add xxxx (where xxxx is either *General and other staff* or *Health professionals / Workers*) dialog box will display.

Add Health Professionals/Workers ✕

Role / function	Number of FTE
Select One ▾	[ ] ⊕
	Save **Cancel**

45. Select the **Role / function** cell and select the applicable worker type from the list that displays.

46. In the **Number of FTE** cell, enter the number of unpaid FTE for the selected role.

47. If there are other roles that need to be added, select ⊕ and repeat the process.

48. Once all the additional roles have been added, select **Save** .

49. To save your changes to the *Unpaid FTE Positions* tab, if needed, select 💾 Save at the bottom of the form.

The selected role(s) has now been added to the form.

⚠️ Once you have entered in your paid and unpaid FTE values and saved these, a data validation flag will appear back up on the *Client Contacts* tab for any positions you have not entered values for here that have corresponding values against them on the *Client Contacts* tab. If this occurs, go back to the Client Contacts tab, and address the data validation flag either by amending the applicable value(s) or responding to the flag.

50. To continue, select the *Vacant Positions* tab on the left-hand side of the form.

The *Vacant Positions* tab will display.

51. In the **Does your organisation have any vacant positions as at 30 June 2023?** cell, select either **Yes** or **No**.

If **Yes** is selected, the *Vacant Staff Positions* section will display.

52. To continue, select 　+ Add Row　.

The Add Health Professionals/Workers dialog box will display.

53. Select the **Role / function** cell and select the applicable worker type from the list that displays.

54. In the **Number of FTE** cell, enter the FTE number (up to 1) of vacant positions for the selected role.

⚠️ If the FTE is more than one, you will need to select ⊕ and add another line as you can only enter 1 FTE per row. If you enter an FTE of more than 1 in a row, an error message will display once you save your data.

**55.** In the **Weeks vacant (as at 30 June 2023)** cell, enter the applicable number of weeks.

56. If there are other vacant positions that need to be recorded, select ⊕ and repeat the process.

57. Once all the additional roles have been added, select **Save**.

58. Once all data validation flags in the OSR form have been addressed, to exit the form and return to the Data Portal home screen, scroll to the bottom of the form, and select **< Close**.

The Data Portal home screen will display with the *Reporting Dashboard* open.

59. Before progressing the submission through the submission workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the data sharing consent question(s) that display, regarding whether you are happy to share your finalised, processed data with NACCHO and/or your state sector support organisation.

⚠️ If your health service is in the ACT, only the NACCHO question will display here.

60. To progress your OSR submission to the next stage of the submission workflow, select ❯ **Draft Submission** for the OSR submission in the *Reporting Dashboard*.

The Change Data Asset Status dialog box will display.

61. In the **Action** field, select ⌄ and select the required action from the list that displays.

The available actions are:

- **Request Review** – Select this action to send your OSR submission to your *Submission Reviewer* for review prior to it being submitted to your CEO or their representative for approval.

- **Request Approval** – Select this action to send your OSR submission directly to your CEO or their representative for approval.

- **Request Interim Processing –** Select this action to progress your OSR submission to the AIHW for review prior to it going to your CEO or their representative for final approval. This process is known as *Interim Processing*. This option will only appear at this stage if you have the *Submission Reviewer* role.

⚠️ If you have the access to approve your OSR submissions, you will also see the *Approve for Submission* option in the *Action* list. This allows you to approve the submission yourself and then send it directly to the AIHW for processing.

62. In the **Comment** field, enter any additional comments regarding the action being performed on the submission, if needed.

⚠️ Any user with access to view the submission will be able to view any comments entered here.

63. One of the following options can now be selected when submitting your OSR, depending on the action that has been selected in the **Action** field:

   i. To send your OSR submission for internal review, select <u>Request Review</u>. For the next step in the process see *Review your OSR Submission (Submission Reviewer)*.

   ii. To submit your OSR directly to your CEO or their representative for approval, select <u>Request Approval</u>. For the next step in the process, see *Approve your OSR Submission (Submission Approver)*.

   iii. To send your OSR submission to the AIHW for initial review prior to sending it to your CEO or their representative for approval, select <u>Request Interim Processing</u>. For the next step in the process, see *Interim Processing of an OSR Submission*.

Your *direct load* OSR submission has now been updated and sent to either your *Submission Reviewer* for review or your CEO or their representative for approval.

An automated email will be sent to all staff within your health service that have been assigned the applicable role in the Data Portal (*Submission Reviewer* or *Submission Approver*) notifying them your OSR has been submitted to them for action. One of the *Submission Reviewers* or *Submission Approvers* within your health service can then action the submission as required.

Submit your Online Services Report (Manual Process)

A health service using a CIS which will not transfer OSR data to the Data Portal, will need to manually create an OSR submission directly in the Data Portal. For more information regarding the type of information that should be included in your OSR submission, see *Guide to the OSR Form in the Health Data Portal*.

⚠️ If needed, prior to creating your manual OSR submission in the Health Data Portal you can download your Workforce Profile data from your *Processed* OSR submission from the previous collection period. You can then share the data with those in the service responsible for compiling FTE values, to make it easier to then enter this data into the Workforce Profile sections of your OSR submission for the current reporting round. For more information on how to do this, see *Download the Workforce Profile Spreadsheet from an OSR Submission* later in this guide.

The following procedure is used to manually submit your OSR submission in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports you are expected to submit as part of the current reporting round will display.

1. To commence the submission of your manual OSR report, select ➕ to the right of the OSR reporting round text.

⚠️ The manual submission can also be created by selecting *New > Asset for Submission* from the menu bar.

The OSR form, broken down by tabs on the left-hand side of the screen, and the *Organisation Profile* tab will display by default.

![warning icon] The first time you enter your OSR form, the *Overall Purpose* section will appear at the top, providing an overview of the information required to be entered into the form. To close this section, simply select ![close icon].

The *Organisation Profile* tab questions will allow greater accuracy and usability in reporting and analysis, which may be of benefit to government and non-government users of the data and those responsible for reporting.

![warning icon] If you need any assistance regarding what information to enter in sections of the OSR form, select ![info icon] for the applicable section to see information regarding the purpose of the section, definitions of the values that need to be entered and practical examples of how to complete the section.

2.   Complete/update the cells on the *Organisation Profile* tab as described below.

Cell/Button	Description
Physical Location	
✉ **Update Address**	If the address details displayed for your service are incorrect and need updating, select this button. In the new email that displays (addressed to the Indigenous Reporting inbox at Health and Aged Care) enter the correct address details for your service and send the email as normal.
Accreditation	

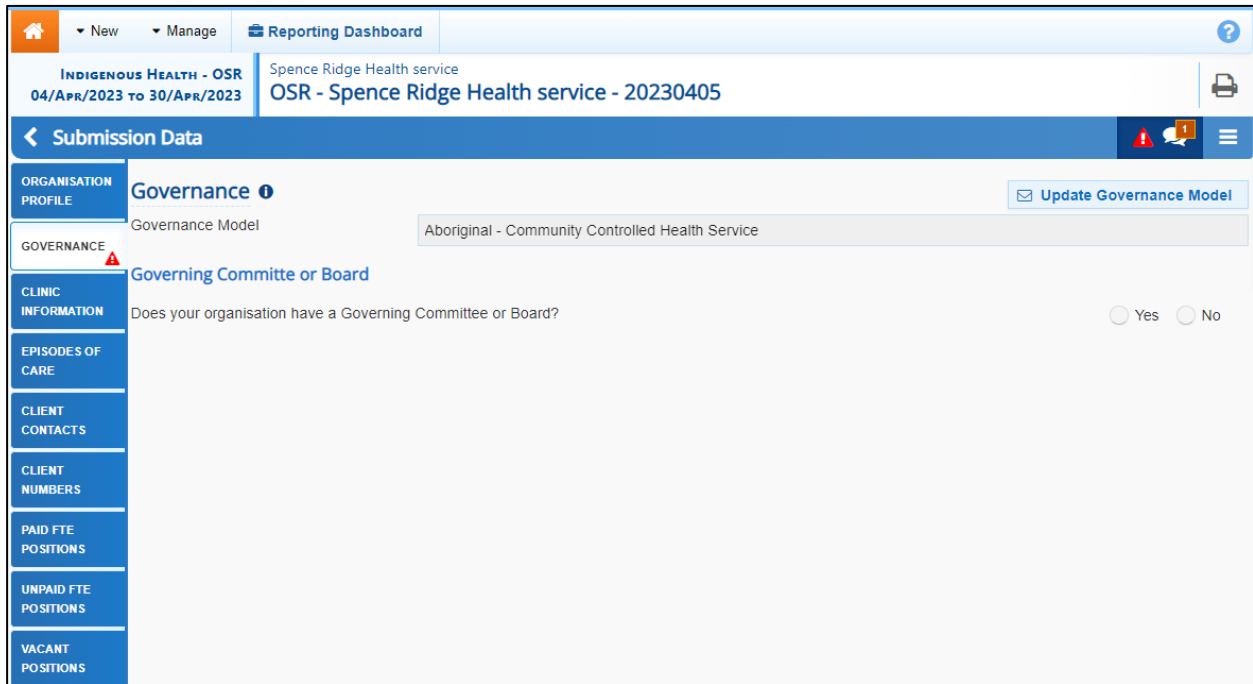| Cell/Button	Description
Does your organisation have current clinical RACGP standards accreditation?	Select either **Yes** or **No** as applicable.
Name	If **Yes** was selected above, enter the name of the agency your organisation received its accreditation from.
Expiry Date	If **Yes** was selected above, use the calendar to select your service's accreditation expiry date. ⚠ This date can't be in the past.
Does your organisation have current organisational accreditation (QIC/ISO/ACHS/NSQHS)?	Select either **Yes** or **No** as applicable.
Type	If **Yes** was selected above, select ⏷ and select the accreditation type from the list that displays. The options are **QIC**, **ISO**, **ACHS**, and **NSQHS**.
Name	If **Yes** was selected above, enter the name of the accreditation agency.
Expiry Date	If **Yes** was selected above, use the calendar to select your service's accreditation expiry date. ⚠ This date can't be in the past.
Does your organisation have any other relevant accreditations?	Select either **Yes** or **No** as applicable.
Standard	If **Yes** was selected above, five blank lines will display, in which you can enter the details of any additional accreditations your health service has. Enter the accreditation standard in the **Standard** cell.
Name	Enter the name of the accreditation agency.
Expiry Date	Use the calendar to select the accreditation expiry date for the selected accreditation.
Reporting	
Who is your organisation's contact for OSR reporting?	Select ⏷ and select the appropriate contact person for your service from the list that displays. ⚠ The list of names that appears will be pulled from the list of registered users for the service in the Data Portal.
Smoke Free Workplace	
Is your organisation a smoke-free workplace or implementing smoke-free policies?	Select either **Yes** or **No** as applicable.
Do all staff have access to smoking cessation resources, services, and materials to	Select either **Yes** or **No** as applicable.

Cell/Button	Description
support their own cessation attempts?	
Incorporation/Registration Status	
Is your organisation incorporated?	Select either **Yes** or **No** as applicable.
Who is your organisation incorporated with?	If **Yes** was selected above, select ⏷ and select the applicable option from the list that displays. The options are: • Australian Securities and Investment Commission (ASIC) • Office of the Registrar of Indigenous Corporations (ORIC) • *The applicable state-based organisation* • Other – specify 🛈 If you have previously entered this information in your OSR, it will display here and can just be updated as needed.
Is your organisation Not-For-Profit?	Select either **Yes** or **No** as applicable.
Is your organisation registered with the Australian Charities and Not-for-Profit Commission?	If **Yes** was selected above, select **Yes** or **No** to this question.
How many members did your organisation have at 30 Jun 2021?	If **Yes** was selected above, enter the number of members your health service has.

3. To save your changes to the *Organisation Profile* tab, select 🖫 Save at the bottom of the form.

🛈 If you have not completed all the cells on the tab, a data validation flag will display in the *Notifications Tray*. To resolve the issue, either complete the cell(s) in question or select ↩ in the *Notifications Tray* and enter an explanation as to why the cell hasn't been completed. If you need assistance in identifying which cells haven't been completed, select 👁.

4. To continue, select the *Governance* tab on the left-hand side of the form.

The *Governance* tab will display.

5.   Complete/update the cells on the *Organisation Profile* tab as described below.

Cell/Button	Description
☐ Update Governance Model	If the governance model displayed is incorrect, select this button. In the new email that displays (addressed to the Indigenous Reporting inbox at Health and Aged Care) select the correct governance model for your service and send the email as normal.
Governing Committee or Board	
Does your organisation have a Governing Committee or Board?	Select either **Yes** or **No** as applicable.
Do you know any further details about the Committee or Board?	This question will display if **Yes** was selected above. Select **Yes** if you know information about your Committee or Board and are happy to answer further questions about it. If you know your service has a Committee/Board but do not know enough about it to answer further questions (for example, you are part of a large hospital) please select **No**.
Are details of the members of the Board for your organisation published on your website?	Select either **Yes** or **No** as applicable.
Please provide a link to your website	If **Yes** was selected above, enter a link to your website, where the Board information can be located.
Please provide a list of Board Members	If **No** was selected above, select **+ Add Row** and then complete the following cells to create a list of your Board Members:

Cell/Button	Description
	• **Role** – Select ⏷ and select the applicable role for your first Board Member. The options are **Chairperson**, **Deputy Chairperson**, **Treasurer** and **Director**. • **Name –** Enter the Board Member's name. • **Community they represent** – Enter the community or communities the Board Member is representing. • **Relevant Skills** – Enter any skills the Board Member has that are relevant to their role on the Board. • **Date commenced in role** – Using the calendar, select the date the Board Member commenced in the role. Repeat this process for all your health service's Board Members.
How many Board members were there as at 30 June 2023?	If **Yes** was selected for both questions above, enter the number of members your board has.
How many of the Board members were Aboriginal or Torres Strait Islander people as at 30 June 2023?	If **Yes** was selected above, enter the number of Aboriginal or Torres Strait Islander members your board had at 30 June 2023.
Has the performance of your Board been evaluated in the past two years ending 30 June 2023?	Select either **Yes** or **No** as applicable.
Did any members of the Board receive training to assist in their role in the year ending 30 June 2023?	Select either **Yes** or **No** as applicable.
Who provided the training (tick all that apply)?	If **Yes** was selected above, tick the applicable check box(es) from the list below: • Australian Institute of Company Directors • Governance Institute of Australia • Australian Indigenous Governance Institute • Office of the Registrar of Indigenous Corporations • NACCHO and/or state-based affiliate • Other-please specify
Does the Board include non-member independent directors?	Select either **Yes** or **No** as applicable.
How many non-member independent directors are on the Board?	If **Yes** was selected above, enter the number of non-member independent directors on the Board. An independent member is broadly defined as a non-executive director who is not a member of management

Cell/Button	Description
	and who is free from any relationship that could interfere with the member's judgment.
Have any current Governing Committee or Board members (including non-member independent directors) been specifically appointed for a skill set)?	Select either **Yes** or **No** as applicable.
For which skills were they appointed (tick all that apply)?	If **Yes** was selected above, tick the applicable check box(es) from the list below: • Primary health care • Community engagement and participation • Clinical governance • Practice management • Legal/corporate governance • Financial management and accounting • Business development and marketing • Education and capacity building • Philanthropic/corporate • Other-please specify

6. To save your changes to the *Governance* tab, select [🖫 Save] at the bottom of the form.

7. To continue, select the *Clinic Information* tab on the left-hand side of the form.

The *Clinic Information* tab will display.

8. Complete/update the cells on the *Clinic Information* tab for each of your health service's clinics, as described below.

Cell/Button	Description
✉ Update Clinic sites	If any of your sites are missing, select the button, enter the name, and address information for the site in the email that displays and then send the email to the Indigenous Health Date Reporting Health Data Portal team so they can add the site's details to the Health Data Portal.
Do you offer 24-hour emergency care from this location?	Select either **Yes** or **No**.
What days of the week are services available at this clinic?	If **Yes** was selected above, all the check boxes will be ticked, **00:00** will be entered in all the **Opening Time** cells and **23:59** in all the **Closing Time** cells. If **No** was selected above, then the **Monday** to **Friday** check boxes will be selected, **09:00** will be entered in the applicable **Opening Time** cells and **17:00** in the applicable **Closing Time** cells.
Catchment Areas	List the catchment areas serviced by the clinic, as you have previously done in your Activity Work Plan.
Functions and Services	Select the check box(es) relating to the functions and services the clinic provides.
Client Numbers (whole organisation)	Will list the total number of regular clients for your health service. This number has been pulled from the **Client Numbers** tab of your OSR form. ⚠ This section is read-only and can't be edited. It is to be used as a reference if your client numbers need to be broken down further by delivery site.
Client Numbers xxxxx (where xxxxx is the name of your clinic) Total – this clinic	For each of your clinics listed here, enter the number of regular clients the clinic has, into the applicable cell, The client numbers entered here for each of your clinics need to add up match the client numbers for the whole organisation, as displayed in the **Client Numbers (whole organisation) section**. ⚠ If your health service only has one clinic, this section will not display on the **Clinic Information** tab.

9. To save your changes to the *Clinic Information* tab, select 💾 Save at the bottom of the form.

10. To continue, select the *Activity Profile - Episodes of care* tab on the left-hand side of the form.

The *Activity Profile - Episodes of Care* tab will display.

An episode of care is a contact between an individual client and service, with one or more staff, to provide health care within one calendar day. All contacts on the one day are treated historically as one episode of care.

11. Complete the cells on the *Episodes of care* tab as described below.

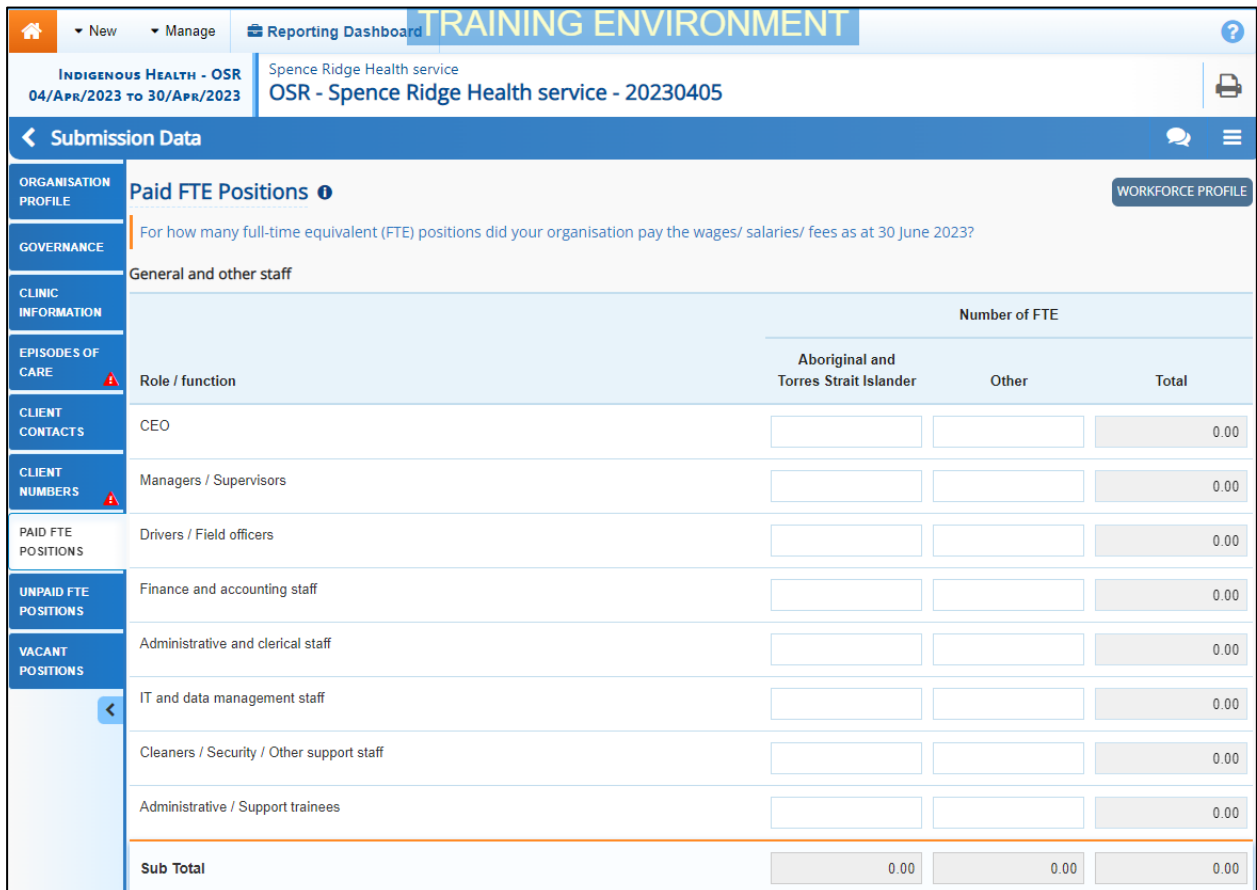| Cell	Description
Aboriginal and Torres Strait Islander clients	Enter the number of episodes of care delivered for **Male clients**, **Female clients,** and clients whose gender was not recorded.
Non-Aboriginal and Torres Strait Islander clients	Enter the number of episodes of care delivered for **Male clients**, **Female clients,** and clients whose gender was not recorded.
Aboriginal and Torres Strait Islander status of clients unknown	Enter the number of episodes of care delivered for **Male clients**, **Female clients,** and clients whose gender was not recorded.
Are the Episode of Care figures an estimate only?	Select either **Yes** or **No** as applicable.
What is the basis for the estimate?	If **Yes** was selected above, enter details regarding what the estimate was based on.

 If there are no values for cells, select and then select *Populate empty cells with zeros* to enter zeros into these cells. If you ever need to remove all the values from the cells, select and then select *Clear all cells*.

12. To save your changes to the *Episodes of care* tab, select Save at the bottom of the form.

 If you have not completed all the cells on the tab, a data validation flag will display in the *Notifications Tray*. To resolve the issue, either complete the cell(s) in question or select in the *Notifications Tray* and enter an explanation as to why the cell(s) hasn't been completed. If

you need assistance in identifying which cells haven't been completed, select 👁. Then, select 👁 again and action the flag as needed.

13. To continue, select the *Activity Profile - Client contacts* tab on the left-hand side of the form.

The *Client contacts* tab will display.

Client contacts are the number of contacts patients have had with health workers from your organisation during the previous twelve months. These include contacts with staff, visiting health professionals (paid and unpaid) and transport contacts.

14. Complete/update the cells on the *Client contacts* tab as described below.

Cell	Description
General workers	Enter the number of client contacts for general medical professionals (such as General Practitioners and Nurses) by **Aboriginal and Torres Strait Islander, Non-Aboriginal and Torres Strait Islander** and **Status not recorded**.
Medical specialists	Enter the number of client contacts for Medical specialists (such as Cardiologists and Ophthalmologists) by **Aboriginal and Torres Strait Islander, Non-Aboriginal and Torres Strait Islander** and **Status not recorded**.
Social & Emotional Well-Being staff/Counsellors	Enter the number of client contacts for Social & Emotional Well-Being staff/counsellors (such as Social Workers and Counsellors) by **Aboriginal and Torres Strait Islander**, **Non-Aboriginal and Torres Strait Islander** and **Status not recorded**.
Allied health professionals	Enter the number of client contacts for allied health professionals (such as Optometrists and Pharmacists) by

Cell	Description
	Aboriginal and Torres Strait Islander, **Non-Aboriginal and Torres Strait Islander** and **Status not recorded**.

⚠️ If there are no values for cells, select ▤ and then select *Populate empty cells with zeros* to enter zeros into these cells. If you ever need to remove all the values from the cells, select ▤ and then select *Clear all cells*.

15. To save your changes to the *Client contacts* tab, select 💾 Save at the bottom of the form.

⚠️ If you have not completed all the cells on the tab, a data validation flag will display in the *Notifications Tray*. To resolve the issue, either complete the cell(s) in question or select ↩ in the *Notifications Tray* and enter an explanation as to why the cell(s) hasn't been completed. If you need assistance in identifying which cells haven't been completed, select 👁. Then, select 👁 again and action the flag as needed.

16. To continue, select the *Activity Profile - Client Numbers* tab on the left-hand side of the form.

The *Client Numbers* tab will display.

On the *Client Numbers* tab, add how many individual clients received health care from staff or visiting health professionals at your organisation during the previous twelve months. Count each client once only, regardless of how many times they attended.

This tab will be broken down into three tables: *Aboriginal and Torres Strait Islander clients*, *Non-aboriginal and Torres Strait Islander clients* and *Aboriginal and Torres Strait Islander clients status unknown.* Each of these tables will then be broken down by age group, from *0 – 4 years* through to *65 years and older*.

17. Enter your *Client Numbers* values as required.

18. Answer either **Yes** or **No** to the **Are the client number figures an estimate only?** question.

19.   If **Yes** was selected, enter details regarding what the estimate was based on in the **What is the basis for the estimate?** cell.

⚠ If there are no values for particular cells, select 🟦 and then select *Populate empty cells with zeros* to enter zeros in to these cells. If you ever need to remove all the values from the cells, select 🟦 and then select *Clear all cells.*

20.   To save your changes to the *Client numbers* tab, select 💾 Save at the bottom of the form.

⚠ If you have not completed all the cells on the tab, a data validation flag will display in the *Notifications Tray*. To resolve the issue, either complete the cell(s) in question or select ↩ in the *Notifications Tray* and enter an explanation as to why the cell(s) hasn't been completed. If you need assistance in identifying which cells haven't been completed, select 👁. Then, select 👁 again and action the flag as needed.

21.   To continue, select the *Workforce Profile - Paid FTE Positions* tab on the left-hand side of the form.

The *Workforce Profile - Paid FTE Positions* tab will display.

The *Paid FTE Positions* tab is used by health services to record the number of paid Full Time Equivalent (FTE) positions within your health service for:

- General and other staff

- Health professionals / Workers.

⚠ REMEMBER - You can download your Workforce Profile data from your *Processed* OSR submission from the previous collection period if needed. You can then share the data with those in the service responsible for compiling FTE values, to make it easier to then enter this

data into the Workforce Profile sections of your OSR submission for the current reporting round. For more information on how to do this, see *Working with the Workforce Profile Spreadsheet in an OSR Submission* later in this guide.

Data captured within each of the Workforce Profile sections of the form serves the following purposes:

- It provides a picture of the numbers of staff falling into various professional categories, which may be used for longer term workforce planning.
- It provides information regarding the number of FTE by staff function, which may help identify gaps in service capability by geographic area.
- It provides information on unfilled positions and staff turnover, which in turn may provide information on the key issues faced by services.

Calculating FTE

Full-time equivalent (FTE) is the ratio of the total number of paid hours during a period (part time, full time, contracted) by the number of working hours in that period (Mondays through Fridays). The ratio units are FTE units or equivalent employees working full-time. In other words, one FTE is equivalent to one employee working full-time.

For convenience, the Workforce Profile tab of the OSR form includes an FTE calculator in each cell 📝 which can be configured to suit your organisation's standard working hours.

22.   For paid workers, enter the number of "*Aboriginal or Torres Strait Islander*" and "*Other*" FTE positions for each of the listed roles.

⚠️ The cells in the Paid FTE Positions tab will accept up to seven characters, including two decimal points. For example, 9999.99.

23.   If you need assistance calculating the FTE of a position, select 📝 in the applicable cell. The FTE Calculator will display.

24.   Enter the number of hours per day, days per week etc the person in the selected position works.

The FTE calculator will calculate the FTE figure and display it in green in the FTE cell ⬜.

⚠️ By default, the FTE Calculator will calculate the FTE of the position on a 7.5 hour day. To change this, select ⚙️ and make the required changes in the **Configuration** section. To save the changes, select **Save Configuration**.

25.   To apply the calculated value to the cell, select **Apply**.

26.   To close the FTE Calculator, select ✖️.

⚠️ If there are any roles you don't have values for, select 📋 in the top right=hand corner of the screen and select **Populate empty cells with zeros** to enter zeros in these cells.

27.   To add new worker types to either the *General and other staff* or *Health professionals / Workers* section, select **+ Add Row**.

The Add xxxx (where xxxx is either *General and other staff* or *Health professionals / Workers*) dialog box will display.
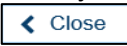

28. Select the **Role / function** cell and select the applicable worker type from the list that displays.

29. In the second and third cells, enter the number of "*Aboriginal or Torres Strait Islander*" and/or "*Other*" FTE respectively.

30. If there are other roles that need to be added, select ⊕ and repeat the process.

31. Once all the additional roles have been added, select **Save**.

The selected role(s) has now been added to the form.

32. To save your changes to the *Paid FTE Positions* tab, if needed, select 🖫 Save at the bottom of the form.

33. To continue, select the *Workforce Profile - Unpaid FTE Positions* tab on the left-hand side of the form.

The *Workforce Profile - Unpaid FTE Positions* tab will display.

The *Unpaid FTE Positions* tab is used by health services to record the number of paid Full Time Equivalent (FTE) positions within your health service for:

• General and other staff

- Health professionals / Workers

34. For unpaid workers, enter the number of FTE positions for each of the listed roles.

⚠ The cells in the *Unpaid FTE Positions* tab will accept up to seven characters, including two decimal points. For example, 9999.99.

35. If you need assistance calculating the FTE of a position, select 🖉 in the applicable cell.

The FTE Calculator will display.

36. Enter the number of hours per day, days per week etc the person in the selected position works.

The FTE calculator will calculate the FTE figure and display it in green in the FTE cell `0.80`.

⚠ By default, the FTE Calculator will calculate the FTE of the position on a 7.5 hour day. To change this, select ⚙ and make the required changes in the **Configuration** section. To save the changes, select `Save Configuration`.

37. To apply the calculated value to the cell, select `Apply`.

38. To close the FTE Calculator, select ✖.

⚠ If there are any roles you don't have values for, select ▤ in the top right-hand corner of the screen and select **Populate empty cells with zeros** to enter zeros in these cells.

39. To add new worker types to either the *General and other staff* or *Health professionals / Workers* section, select `+ Add Row`.

The Add xxxx (where xxxx is either *General and other staff* or *Health professionals / Workers*) dialog box will display.

40. Select the **Role / function** cell and select the applicable worker type from the list that displays.

41. In the **Number of FTE** cell, enter the number of unpaid FTE for the selected role.

42. If there are other roles that need to be added, select ⊕ and repeat the process.

43. Once all the additional roles have been added, select `Save`.

44. To save your changes to the *Unpaid FTE Positions* tab, if needed, select `💾 Save` at the bottom of the form.

The selected role(s) has now been added to the form.

45. To continue, select the *Workforce Profile - Vacant Positions* tab on the left-hand side of the form.

The *Workforce Profile - Vacant Positions* tab will display.

46. In the **Does your organisation have any vacant positions as at 30 June 2023?** cell, select either **Yes** or **No**.

If **Yes** is selected, the Vacant Staff Positions section will display.

47. To continue, select [+ Add Row].

The Add Health Professionals/Workers dialog box will display.

48. Select the **Role / function** cell and select the applicable worker type from the list that displays.

49. In the **Number of FTE** cell, enter the FTE number (up to 1) of vacant positions for the selected role.

🛑 If the FTE is more than one, you will need to select ⊕ and add another line as you can only enter 1 FTE per row. If you enter an FTE of more than 1 in a row, an error message will display once you save your data.

50. In the **Weeks vacant (as at 30 June 2023)** cell, enter the applicable number of weeks.

51. If there are other vacant positions that need to be recorded, select ⊕ and repeat the process.

52. Once all the additional roles have been added, select **Save** .

53. Once you have finished entering your data into the different tabs on the OSR form, select **< Close** at the bottom of the form.

The Data Portal home screen will display with the Reporting Dashboard open.

54. Before progressing your OSR submission through the submission workflow, answer either **Yes** or **No** to the data sharing consent question(s) that display under **Data Sharing**, regarding whether you are happy to share your finalised, processed data with NACCHO and/or your state sector support organisation.

55. To continue, select **Save** .

⚠ If your health service is in the ACT, only the NACCHO question will display here.

56. To progress your OSR submission to the next stage of the submission workflow, select ❯ Draft Submission for the OSR submission in the Reporting Dashboard.

The Change Data Asset Status dialog box will display.

Change Data Asset Status	
Data assets for a Reporting Round cannot be removed.	
Status	Draft Submission
Action *	-- Please Select an Action -- ▾
Comment	
	500 characters remaining
Cancel	

57. In the **Action** field, select ▾ and select the required action from the list that displays.

The available actions are:

- **Request Review** – Select this action to send your OSR submission to someone within your health service for review prior to it being submitted to your CEO or their representative for approval.

- **Request Approval** – Select this action to send your OSR submission to your CEO or their representative for approval.

- **Request Interim Processing –** Select this action to progress your OSR submission to the AIHW for review prior to it going to your CEO or their representative for final approval. This process is known as *Interim Processing*. This option will only appear if you have the *Submission Reviewer* role.

⚠ If you have the access to approve OSR submissions, you will see the *Approve for Submission* option in the *Action* list. This allows you to approve the submission and send it directly to the AIHW for processing.

58. In the **Comment** field, enter any comments regarding the action being performed on the submission, if needed.

⚠️ Any user with access to view the OSR submission will be able to view any comments entered here.

59. One of the following options can now be selected when submitting your OSR, depending on the action that has been selected in the **Action** field:

   i.   To submit your OSR for internal review, select `Request Review`. For the next step in the process, see *Review your OSR Submission (Submission Reviewer).*

   ii.   To submit your OSR to your CEO or their representative for approval, select `Request Approval`. For the next step in the process, see *Approve your OSR Submission (Submission Approver)*.

   iii. To send your OSR submission to the AIHW for initial review prior to sending it to your CEO or their representative for approval, select `Request Interim Processing`. For the next step in the process, see *Interim Processing of an OSR Submission*.

⚠️ To save your OSR as a draft without sending it on to the next stage of the submission process, select `Save` at the bottom of the screen.

Your OSR submission has now been manually created and submitted to either your *Submission Reviewer* for review or your CEO or their representative for approval.

An automated email will be sent to all staff within your health service that have been assigned the applicable role in the Data Portal (*Submission Reviewer* or *Submission Approver*) notifying them the report has been submitted to them for action. One of your *Submission Reviewers* or *Submission Approvers* can now action your OSR submission as required.

Working with the Workforce Profile Spreadsheet in your OSR Submission

Prior to entering your workforce profile information into your OSR submission for the next reporting round, you can download your workforce profile information from your processed OSR submission from the previous reporting round into an Excel spreadsheet.

Once you have done this, you will be able to send the spreadsheet to those within your health service who would normally contribute to the compilation of your workforce profile FTE values. These people will then be able to use the values from the previous collection period as a starting point for the entry of the values for the current collection period.

Once the values have been entered by the applicable parties, they can send the completed spreadsheet back to you so you can then prepare to upload the completed spreadsheet to the OSR submission once the next reporting round opens, so the values from the spreadsheet are copied into the applicable cells of the *Paid FTE* and *Unpaid FTE Positions* tabs.

Download the Spreadsheet

The following procedure is used to download the workforce profile spreadsheet from the Reporting Dashboard either prior to the OSR reporting round opening or during the reporting round.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.
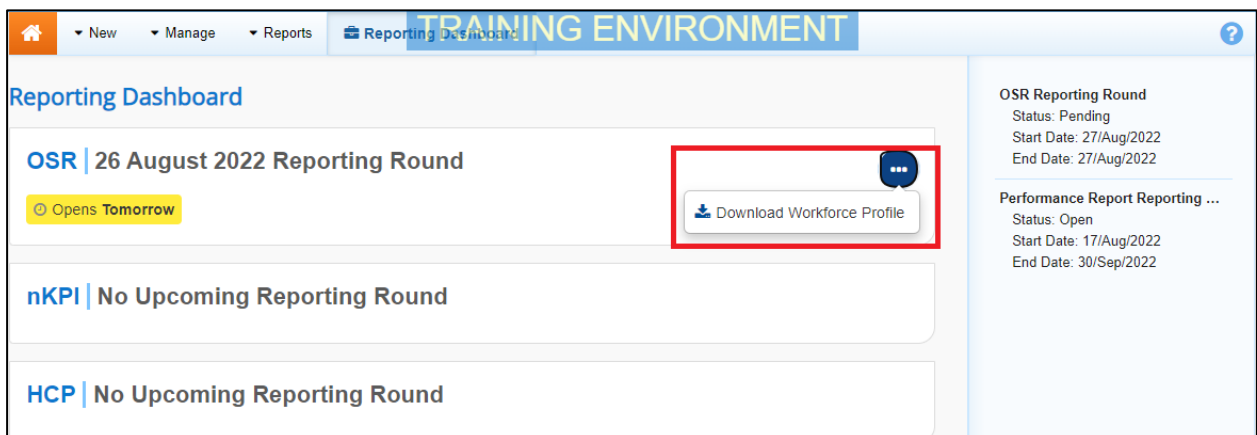
2. To download the Workforce Profile spreadsheet for your most recently processed submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard, select ⬤ (*highlighted above*) and then select **Download Workforce Profile**.

3. From the Download tray ⬇ that now displays in the top right-hand side of your browser, select the spreadsheet that has just been downloaded.

The Workforce Profile spreadsheet will display.
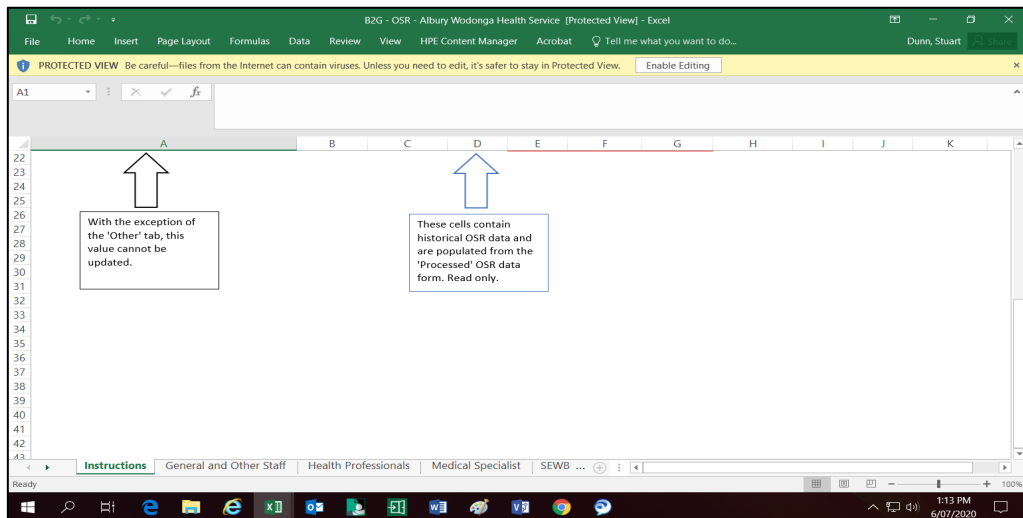
The first tab of the spreadsheet will contain instructions for those involved on how to complete the spreadsheet.

4. To continue, select the **General and Other Staff** tab.

The General and Other Staff tab will display.

General and Other Staff

Role/Function	01/Jul/2018 to 22/Jun/2019			New	
	Paid ATSI FTE	Paid Other FTE	Unpaid FTE	Paid ATSI FTE	Paid Other FTE
CEO	0.93	0	0		
Managers / Supervisors	0.93	0	0		
Drivers / Field officers	0	0	0		
Finance and accounting staff	0	0	0		
Administrative and clerical staff	0	0	0		
IT and data management staff	0	0	0		
Cleaners / Security / Other support staff	0	0	0		
Administrative / Support trainees	0	0	0		

The first section of the tab will show each of the *Roles/functions* for the selected tab, while the second section will show the FTE values for each of the applicable roles/functions for the previous collection period. The *New* section will then contain empty cells in which the FTE values for each role/function can be entered for the current reporting round.

5. **Save** and distribute the spreadsheet to the required contributors for completion as required.
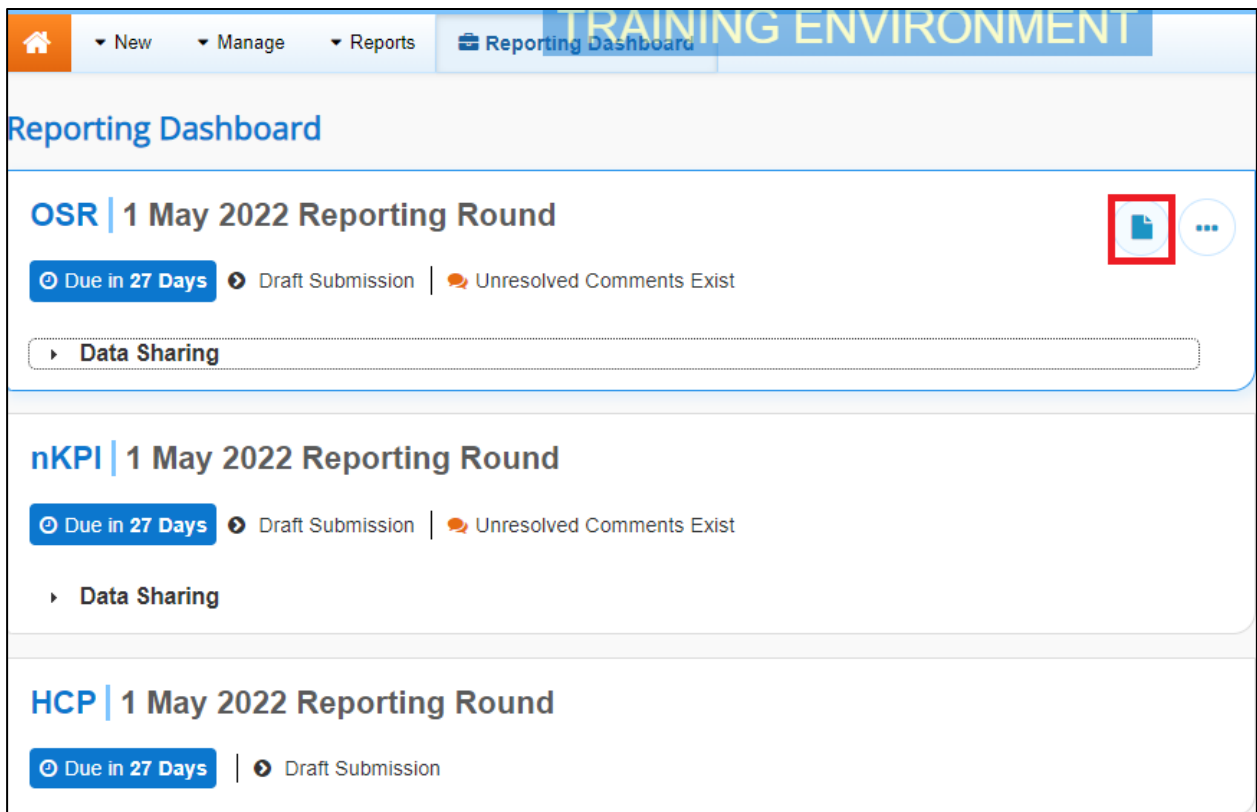
Upload the Spreadsheet

Once each of the contributors have entered the applicable FTE values into the **New** table in each tab of the spreadsheet (using the values in the previous collection period table as needed) and returned the spreadsheet to you, you can compile the values entered by the different contributors into one workforce profile spreadsheet as required.

Then, once the next reporting round opens in the Data Portal, you can open your OSR form and upload the completed workforce profile spreadsheet so the values from the spreadsheet copy into the applicable cells in the *Paid FTE Positions* and/or *Unpaid FTE Positions* section of the form.

The following procedure is used to upload the workforce profile spreadsheet to your OSR submission for the current reporting round.

1.   Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

2.   To open your OSR form, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄 .

Your OSR form will display.

3. To commence uploading the spreadsheet, select ▤ in the top right-hand corner of the form and select **Upload Workforce Profile**.

The Upload Workforce Profile window will display.

⚠ This option won't be available if the submission has previously been sent to the AIHW for processing.

4. In the window that displays, select [Continue].

The Upload Workforce Profile window will update to display as shown below.

5. Now select [+ Choose File(s)].

The Open dialog box will display.
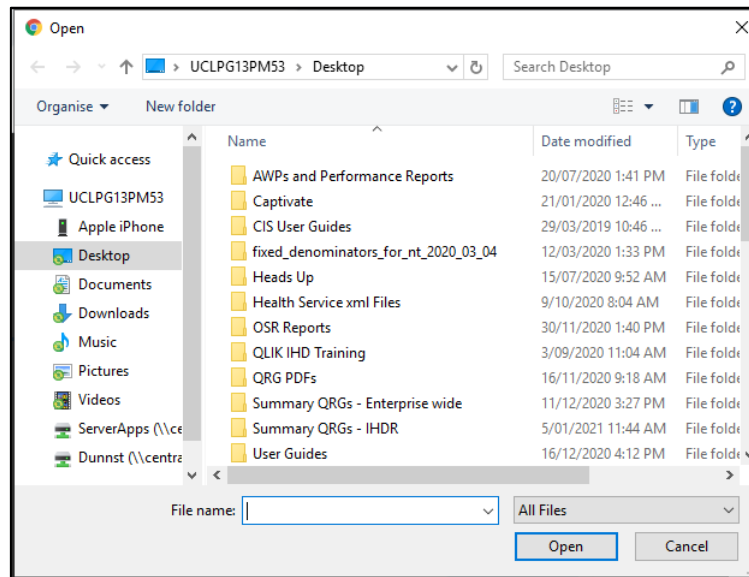
6.   Navigate to where the spreadsheet is located, select it, and then select [Open].

Once you have done this, a message will display asking you to wait while your spreadsheet is processed. This may take some time.

🛑 If the selected spreadsheet is not in the correct format, you will receive an error message.

7.   Once your spreadsheet has been successfully uploaded, select [Close].

Your OSR form will display.

8.   Select the applicable FTE tab in your OSR form now and review the values to ensure they have upload correctly.

OSR Reporting in the Health Data Portall
Profile Spreadsheet in your OSR Submission
Working with the Workforce

Your OSR form will update to display the selected tab.

9. Make any changes to the values as needed and then **Save** and **Close** the form as normal.

Retrieve your OSR Submission (Submission Uploader)

If as a *Submission Uploader* you have submitted your OSR report for either review or approval in error, you can recall the submission so the required amendments can be made before resubmitting it.

The following procedure is used to retrieve your OSR submission in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports you are expected to submit as part of the current reporting round will display.

1. In the Reporting Dashboard, to retrieve your OSR submission, select the OSR status link (❯ Submission Ready For Review or ❯ Submission Ready For Approval).

2. In the Change Data Asset Status dialog box, in the **Action** field, select 🔽 and select *Revision Required*.

3. To continue, select Revision Required .

Your OSR submission has now been retrieved from the next step of the submission workflow process and can be amended as required prior to being resubmitted for review or approval.

Review your OSR Submission (Submission Reviewer)

When your OSR submission has been sent for review by your *Submission Uploader*, it can be reviewed in the Data Portal by anyone within your service with the *Submission Reviewer* role.

⚠️   Even though any user in your service with the *Submission Reviewer* role can review the details of your submission, only one user can make changes to the submission at a time.

The following procedure is used to review your OSR submission in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports you are expected to submit as part of the current reporting round will display.

⚠️ To be eligible for review, your OSR submission's status will need to be *Submission Ready for Review*.

2. To review your OSR that has been submitted to you by the *Submission Uploader*, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄 .

Your OSR form will display, with each section on the form being displayed as a separate tab on the left-hand side of the screen.

Any section of your form that still has data validation errors/issues will contain a ⚠ on the applicable tab for easy identification. Any sections with data validation flags that have been addressed through the addition of a response by your *Submission Uploader*, will contain a 💬①.

3.   Review the data in each section as required and, if needed, update any values that need to be amended so the data validation flag ⚠ disappears.

🔔 If the *Notifications Tray* doesn't display by default, select ⚠ or 🖼① in the top right-hand corner of the form.

4.   To respond to the data validation flag instead of amending a value, select ↩ in the Notifications Tray next to the most recent response attached to the applicable flag.

🔔 To add a new internal comment for the *Submission Uploader* or *Approver* that you may not wish the AIHW to see, select + New in the *Notifications Tray*.

The Respond to Validation Issue dialog box will display.

5.   Select ▾ in the **Reason** field and select the reason the comment is being added from the drop-down list.

6.   Enter an explanatory comment in the **Additional Information** field.

7.   To save the response, select Save .

The comment has now been saved and added to the *Notifications Tray* and the data validation flag on the left-hand side of the form will now change from 🔺 to 💬 .
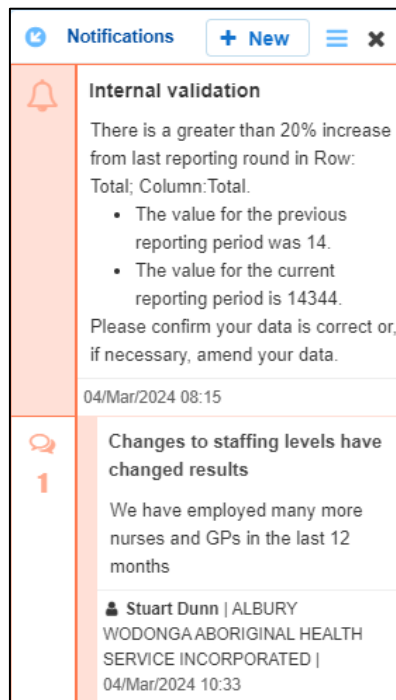
🟠 A comment you enter can be edited by selecting 💬 and selecting *Edit Comment* or deleted by selecting 💬 and selecting *Delete Comment*.

8. Repeat this process for any other values in your form that need to be changed or have comments added to them.
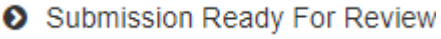
The comment(s) has been added and can be viewed by anyone accessing the submission in the Data Portal.

9. To exit your OSR form, scroll to the bottom of the form and select ❮ Close .

The Data Portal home screen will display with the Reporting Dashboard open.

10. Before progressing your OSR submission through the submission workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the data sharing consent questions that display, if the questions haven't already been answered.

🟠 If your health service is in the ACT only the NACCHO question will display here.

11. Once your OSR submission has been reviewed and updated as required, select ❯ Submission Ready For Review in the Reporting Dashboard and, in the Change Data Asset Status dialog box, in the **Action** field, select 🔽 and select the required action.

The available actions are:

- **Request Approval** – Select this action to send your OSR submission to your CEO or their representative for approval.

- **Approve for Submission** – Your CEO or their nominated representative can select this action if they are approving the submission as well as reviewing it.

- **Request Interim Processing –** Select this action to progress your OSR submission to the AIHW for review prior to it going to your CEO or their representative for final approval. This process is known as *Interim Processing*.

- **Revision Required** – Select this action to return your OSR submission to the *Submission Uploader(s)* within your health service for amendment.

12. In the **Comment** field, enter any comments regarding the action being performed on the submission.

⚠️ Any user with access to view your OSR submission will be able to view any comments entered here.

13. One of the following options can now be selected when submitting your OSR, depending on the action that has been selected in the **Action** field:

   i. To send your OSR submission to your CEO or their representative for approval, select `Request Approval`. For the next step in the process, see *Approve your OSR Submission (Submission Approver)*.

   ii. To approve your OSR submission and send it directly to the AIHW for processing, select `Approve for Submission`. For the next step in the process, see *Process an OSR Submission.*

   iii. To send your OSR submission to the AIHW for initial review prior to sending it to your CEO or their representative for approval, select `Request Interim Processing`. For the next step in the process, see *Interim Processing of an OSR Submission*.

   iv. To send your OSR submission back to your *Submission Uploader* for amendment, select `Revision Required`. For the next step in the process, see *Amend your OSR Submission (Submission Uploader)*.

Your OSR submission has now been reviewed and either sent to your CEO or their representative for approval or sent back to your *Submission Uploader* for revision as required.

Amend your OSR Submission (Submission Uploader)

There may be times when your OSR submission is returned to the *Submission Uploader* for amendment by the representative in your health service the submission has been sent to for review or approval in the Data Portal.

When it is returned for amendment, your OSR submission will have a status of *Submission Revision Required*.

The following procedure is used to amend your OSR submission in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the **Reporting Dashboard** open.

A list of the reports you are expected to submit as part of the current reporting round will display.

2. To amend your OSR submission that has been returned by your *Submission Reviewer* or *Submission Approver*, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select .

Your OSR form will display, with each section displayed as a separate tab on the left-hand side.

Any tabs that still have data validation errors/issues will display a ⚠ for easy identification. Any sections with data validation flags that have been addressed through the addition of a response by the *Submission Reviewer or Approver*, will contain a 💬.

3.   Review the data in each tab as required, focussing on any comments made by the *Submission Reviewer* or *Submission Approver* asking you to amend values.

4.   If required, update the value(s) in the required cell(s) based on the *Submission Reviewer/Submission Approver's* comments.

5.   If you are not amending the value but wish to respond to a particular comment made by the *Submission Reviewer/Submission Approver*, select ↩ next to the comment in the **Notifications Tray**.

🔴 If the *Notifications* Tray doesn't display by default, select ⚠ or 🖼 in the top right-hand corner of the form.

6.   Select ▾ in the **Reason** field that displays and select the reason the comment is being added from the drop-down list.

7.   Enter an explanatory comment in the **Additional Information** field.

8.   To save the response, select **Save**.

The comment has now been saved and added to the *Notifications Tray* and the applicable validation icon on the applicable tab on the left-hand side of the screen will now change from ⚠ to 💬.
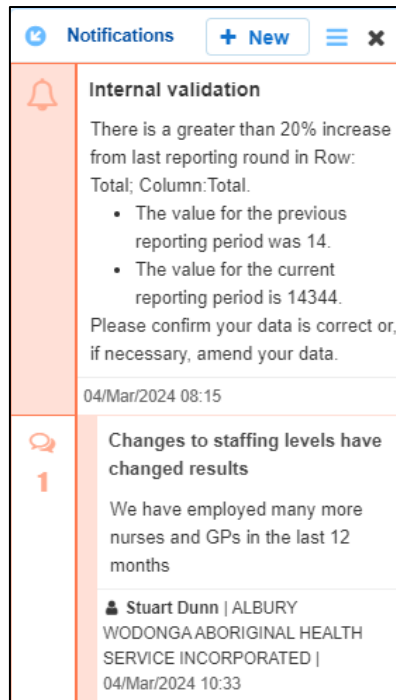
⚠ Your comment can be edited by selecting 💬 and selecting *Edit Comment* or deleted by selecting 💬 and selecting *Delete Comment*.

9. Repeat this process for any other values in the form that need to be addressed.

The comment(s) has been added and can be viewed by anyone accessing the submission.

10. To exit the OSR form, scroll to the bottom of the form and select 〈 Close .

The Data Portal home screen will display with the *Reporting Dashboard* open.

11. Before progressing your OSR submission through the submission workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the data sharing consent questions that display, if the questions haven't already been answered.

⚠ If your health service is in the ACT only the NACCHO question will display here.

12. Once your submission has been reviewed and updated as required, select ❯ Submission Revision Required in the Reporting Dashboard and, in the Change Data Asset Status dialog box, in the **Action** field, select ▼ and select the required action.

The available actions are:

- **Request Review** – Select this action to send your OSR submission back to your *Submission Reviewer* for review again.

- **Request Approval** – Select this action to send your OSR submission directly to your CEO or their representative for approval.

If you have access to approve the OSR submission, you will also see the *Approve for Submission* option in the action list. This allows you to approve the submission and submit it directly to the AIHW for processing.

13.   In the **Comment** field, enter any comments regarding the action being performed on the submission, if needed.

Any user with access to view your OSR submission will be able to view any comments entered here.

14.   One of the following options can now be selected when submitting the OSR, depending on the action that has been selected in the **Action** field:

   i.   To send your submission to your *Submission Reviewer* for review again, select
         Request Review . For the next step in the process, see *Review your OSR Submission (Submission Reviewer)*.

   ii.   To send your submission to your CEO or their representative for approval, select
          Request Approval . For the next step in the process, see *Approve your OSR Submission (Submission Approver)*.

Your OSR submission has now been amended and either sent back to your *Submission Reviewer* for review or sent straight on to your CEO or their representative for approval.

An automated email will be sent to all staff within your health service that have been assigned the applicable role in the Data Portal (*Reviewer* or *Approver*) notifying them the submission has been submitted to them for action. One of the *Submission Reviewers* or *Submission Approvers* within the health service can now action the submission again as required.

Approve your OSR Submission (Submission Approver)

An OSR submission can be approved by anyone within your health service with the *Submission Approver* role in the Data Portal. Traditionally, the task of approval in a health service will be reserved for your CEO or their representative. In smaller health services, the person approving the submission may also be the person who has reviewed and/or submitted the report.

The following procedure is used to approve your OSR submission in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2. To approve your OSR submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select [icon].

Your OSR form will display, with each section displayed as a separate tab on the left-hand side of the form.

3.   Review the data in the form, focussing on any sections displaying a 🗨️① on the corresponding tab, if there are any.

⚠️ If any sections of the form contain a ⚠️, you should send the OSR back to your *Submission Uploader* and ask them to address the issue before returning the submission to you for approval.

4.   In the first section of the form displaying a 🗨️①, read the comment that has been left for you in the Notifications Tray.

⚠️ If the Notifications Tray doesn't display by default, select ⚠️ or 🖼️① in the top right-hand corner of the form to open it.

5.   If the comment is just for your information, or you're happy it has been addressed as needed through the data that has been entered into the section, select ✅ at the top of the comment in the Notifications Tray.

6.   In the Notifications window that displays, select **Save**.

The comment has now been removed from the OSR form.

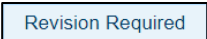**7.**   Repeat steps **3** to **6** as needed for each comment that has been left in the form by your *Submission Uploader/Reviewer*.

⚠️ If you need to respond to one of the comments that has been left by your *Submission Uploader* or *Reviewer*, select ↩️ in the comment in the Notifications Tray. In the window that displays, select a reason and enter your response in the *Additional Information* field and select **Save**. Youour response has now been added and can be addressed by your *Submission Uploader* as needed onvce you send the OSR submission back to them for amendment.

8.   To exit the OSR form, scroll to the bottom of the form and select **‹ Close**.

The Data Portal home screen will display with the Reporting Dashboard open.

9. Before progressing your OSR submission through the workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the data sharing consent questions that display, if the questions haven't already been answered.

10. To save the changes, select [Save].

⚠ If your health service is in the ACT only the NACCHO question will display here.

11. Once your OSR submission has been reviewed and updated as required, select
❯ Submission Ready For Approval in the Reporting Dashboard and, in the Change Data Asset Status dialog box, in the **Action** field, select ⌄ and select **Approve for Submission**.

⚠ If you responded to one of the comments in the form and need to send the OSR back to your *Submission Uploader* so they can address your response, select *Revision Required* and then select [Revision Required].

12. In the **Comment** field, enter any comments about the action being performed on the OSR submission.

13. To approve the OSR submission and send it for processing by the AIHW, select [Approve for Submission]. See the *Process an OSR Submission* QRG for the next step in the process.

The OSR submission has now been approved and sent to the AIHW for processing in the Data Portal.

Process an OSR Submission (the AIHW)

Once an OSR submission has been approved by your CEO or their representative, it will be sent to the AIHW for processing in the Data Portal in their role as the external *Data Receiver*.

The first step of processing the submission in the Data Portal is for the AIHW to review the submission to ensure the information contained within, particularly the clinical data in the attached form, is complete and correct.

Once the AIHW have reviewed the submission and the attached form and is comfortable with the content, the submission can be processed as complete in the Data Portal ready to be used in any reports and publications produced by the AIHW as required.

Step 1 – Review the OSR Submission

Once the AIHW have received your approved OSR submission, they will need to review the submission in the Data Portal to ensure it is ready to go to the next stage of the process. For the submission to be processed by the AIHW will need to have the status of *Submission Approved*.

Once the AIHW has reviewed the submission in the Data Portal and actioned the submission as ready to be processed, the submission's status will change to *Ready for Processing*.

All *Submission Uploaders* from your health service will then receive an email informing them the status of the submission has been changed to *Ready for Processing*. This tells you the AIHW have taken the submission from their backlog and are now working on it.

Step 2 – Process the OSR Submission

Once your OSR submission has the status of *Ready for Processing* in the Data Portal, the AIHW will process it. Once the AIHW has processed your submission in the Data Portal, the submission's status will change to *Processed* and the processing of the submission is now complete, including the exclusion of any data the AIHW felt needed to be excluded from reports.

If the AIHW excluded any data from your submission as part of their processing of the data, each of your *Submission Uploaders* will receive an email informing them some of your data was excluded and will be flagged as such in your *QLIK Health Service nKPI and OSR Report*.

The information within the form attached to the submission can now be used by the AIHW and/or Health and Aged Care in any publications that need to be produced and made available to users of the Data Portal with the required file permissions.

Exception Reporting

Once an OSR submissions has been approved by your CEO or their representative, it will be sent to the AIHW for processing. To action the submission in the Data Portal, an AIHW officer needs to have the *Data Receiver* role.

If, upon review of the submission the AIHW identifies anomalies in the data being reported on, they will initiate the exception reporting process to add comments regarding the anomalies in the attached form and send the submission back to you for amendment.

If the information in the submission is correct and no data needs amendment, the *AIHW* can process the submission to complete the submission process. For more information, see *Process an OSR Submission (the AIHW)* earlier in this guide.

The *first* step in initiating the exception reporting process is for the AIHW to update the status of the submission to *Ready for Processing* in the Data Portal, so guiding comments can be added to the relevant indicators/sections of the form to assist you as the health service when you amend the data.

The *second* step of the process is for the AIHW to go into the attached form and add the required comments, so your *Submission Uploader(s)* can easily see the changes they need to make to the data in the form before the submission can be processed as complete by the AIHW.

Once the AIHW has reviewed the form and made any comments against the indicators/sections within the form, they will send it back to your health service. One of the *Submission Uploaders* in your health service should then amend the submission and the required information in the form and send the submission back through the submission workflow process as required.

Step 1 – Set the submission status to *Ready for Processing (the AIHW)*

Once it has been confirmed by the AIHW that there is data in the submission that will need to be amended by the health service, the AIHW will need to change the status of the submission to *Ready for Processing* so they can add explanatory comments for the health service to the relevant sections of the form.

Step 2 – Add comments to the form and return it to the Health Service for amendment (the AIHW)

Once a submission has the status of *Ready for Processing*, the AIHW can add comments to any values they feel need to be amended and can then return it to your health service's *Submission Uploaders* for amendment.

Once this is done, the submission's status will change to *Submission Returned to Uploader* and one of your health service's *Submission Uploaders* now need to address the comments the AIHW has made in the form before sending the submission back through the approval process.

Even though the AIHW has sent the submission back to you, they will still be able to access the submission in "read only" mode so they can provide you with support in amending any data within the submission as required.

Step 3 – Amend your OSR submission based on AIHW feedback (Submission Uploader)

There may be times when an approved OSR submission is returned to you for amendment by the AIHW due to issues they have identified in the data contained in the attached form.

When your submission is returned by the AIHW, all *Submission Uploaders* in your health service will receive an email detailing the comments the AIHW has made regarding the data contained within your form that needs to be amended.

A *Submission Uploader* within your health service will then need to amend the applicable values in the form attached to your submission in the Data Portal, directly addressing the comments made by the AIHW.

⚠️   When your OSR submission is returned to you by the AIHW, it will have the status of *Submission Returned to Uploader*.

The following procedure is used to amend an OSR submission as part of the exception reporting process.

1.   Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2.   To amend your OSR submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄 .

The OSR form will display containing your aggregated OSR data.

The *Notifications Tray* for each tab will display any comments the AIHW has made against existing data validation flags.

⚠️   If the *Notifications Tray* doesn't display by default, select ⚠️ or 📧 in the top right-hand corner of the screen.

3.   Review each of the comments made by the AIHW.

4.   Update the value(s) in the required cell(s), as needed, addressing the *AIHW's* comments.

5.   To save the changes, select 💾 Save at the bottom of the form.

The applicable data validation flag should now disappear due to the changes you have made to your data.

6. Repeat this process for any other changes that need to be made to the data in response to the comments made by the AIHW.

⚠ If you have amended the required data and would like to add an explanatory comment for the AIHW, select [+ New] at the top of the *Notifications Tray*, select a *Reason* and add your comment in the *Additional Information* field.

The comments have now been added and can be viewed by anyone accessing the submission in the future.

The Data Portal home screen will display with the *Reporting Dashboard* open.

7. Before progressing your submission through the submission workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the data sharing consent questions that display, if the questions haven't already been answered.

⚠ If your health service is in the ACT only the NACCHO question will display here.

8. Once your submission has been reviewed and updated as required, select ❯ Submission Returned to Uploader in the Reporting Dashboard and, in the Change Data Asset Status dialog box, in the **Action** field, select ⍓ and select the required action.

The available actions are:

- **Request Review** – Select this action to send your OSR submission to your *Submission Reviewer* for review again.
- **Request Approval** – Select this action to send your OSR submission back to your CEO or their representative for approval.

⚠ If you can approve the OSR submission, you will see the *Approve for Submission* option in the action list. This allows you to approve the submission and submit it directly to the *AIHW* for processing again.

9. In the **Comment** field, enter any comments regarding the action being performed on the submission, if needed.

⚠ Any user with access to view your OSR submission will be able to view any comments entered here.

10. One of the following options can now be selected when submitting your OSR report, depending on the action that was selected in the **Action** field:

    i. To send your submission to your *Submission Reviewer* for review again, select [Request Review]. For the next step in the process, see *Step 4 - Review your OSR Submission based on AIHW Feedback (Submission Reviewer).*

    ii. To send your submission back to your CEO or their representative for approval, select [Request Approval]. For the next step in the process, see *Step 5 - Approve your OSR Submission based on AIHW Feedback (Submission Approver).*

Your OSR submission has now been amended and either sent on to your *Submission Reviewer* for further review or sent straight on to your CEO or their representative for approval again.

An automated email will be sent to all staff within your health service that have been assigned the applicable role in the Data Portal (*Submission Reviewer* or *Submission Approver*) notifying them the submission has been sent to them for action.

Step 4 – Review your OSR submission based on AIHW feedback (Submission Reviewer)

If the AIHW has identified anomalies in the values in your OSR submission that was sent to them for processing, they will add comments to the submission and send it back to your health service for amendment. Once the *Submission Uploader* in your health service has amended the anomalies identified, they may send the amended submission on to the *Submission Reviewer* to be reviewed again prior to being sent again for internal approval.

The following procedure is used to review an OSR submission in the Health Data Portal as part of the exception reporting process.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2. To review the OSR submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select .

Your OSR form will display.

3.   Review the data in the form and any accompanying comments as required.

Each of the comments added to a section of the form can be read to see the changes that were requested by the AIHW, and the subsequent updates made by your *Submission Uploader* in response.

4.   Update any values if needed to address outstanding data validation issues.

5.   To add a comment for your colleagues explaining any change you have made to the data, select **+ New** at the top of the **Notifications Tray**.

The Add Comment dialog box will display.

6.   If needed, select the cell(s) to be linked to the comment you are adding.

7.   Select the drop-down in the **Reason** field and select the reason the comment is being added from the drop-down list.

8.   Enter an explanatory comment in the **Additional Information** field.

9.   To make the comment private so the AIHW can't see it, select the **Private Conversation** check box.

10. To save the response, select [Save].

⚠️ Your comment can be edited by selecting 💬 and selecting *Edit Comment* or deleted by selecting 💬 and selecting *Delete Comment*.

11. Repeat this process for any other values in the form that need to be changed.

The comment(s) has been added and can be viewed by anyone accessing your OSR in the Data Portal.

12. To save your comments and any value changes, select [🖫 Save] at the bottom of the form.

13. To exit the OSR form, scroll to the bottom of the form and select [‹ Close].

The Data Portal home screen will display with the *Reporting Dashboard* open.

14. Before progressing the OSR through the submission workflow, select ▸ next to the **Data Sharing** link (if the section doesn't open by default) and answer either **Yes** or **No** to the **Data Sharing Consent** questions that display, if the questions haven't already been answered.

⚠️ If your health service is in the ACT only the NACCHO question will display here.

15. Once the report has been reviewed and updated as required, select
❯ Submission Ready For Review in the **Reporting Dashboard** and, in the Change Data Asset Status dialog box, in the **Action** field, select [▾] and select the required action.
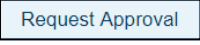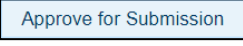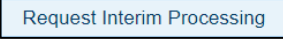
The available actions are:

- **Request Approval** – Select this action to send your OSR submission to your CEO or their representative again for re-approval.

- **Approve for Submission** – Your CEO or nominated representative can select this action if they are approving your submission as well as reviewing it.

- **Request Interim Processing** – Select this action to progress your submission to the AIHW for review prior to it going to your CEO or their representative for approval. This process is known as Interim Processing.

- **Revision Required** – Select this action to return your submission to the *Submission Uploader* again for further amendment.

16. In the **Comment** field, enter any comments regarding the action being performed on the submission.

⚠️ Any user with access to view your OSR submission will be able to view any comments entered here.

17. One of the following options can now be selected when submitting the OSR, depending on the action that has been selected in the **Action** field:

   i. To send your OSR submission back to your CEO or their representative for approval, select [Request Approval]. For the next step in the process, see *Step 5 - Approve your OSR Submission based on AIHW Feedback (Submission Approver).*

   ii. To approve your OSR submission and send it back to the AIHW for processing again, select [Approve for Submission]. For the next step in the process, see *Process an OSR Submission.*

   iii. To send your submission to the AIHW for initial review prior to sending it to your CEO or their representative for approval, select [Request Interim Processing]. For the next step in the process, see *Interim Processing of an OSR Submission*.

iv. To send your submission back to the *Submission Uploader* for further amendment,
select Revision Required . For the next step in the process, see *Step 3 - Amend your OSR Submission based on AIHW Feedback (Submission Uploader)*.

Your OSR submission has now been reviewed and either sent for approval again or sent back to your *Submission Uploader* for further revision.

Step 5 – Approve your OSR Submission based on AIHW feedback (Submission Approver)

Once your OSR submission has been returned to your health service by the AIHW due to anomalies in the data, one of your *Submission Uploaders* will need to make the required changes to the data and then send the submission back through the internal review and approval process prior to the amended submission being sent back to the AIHW for processing.

The following procedure is used to approve your OSR submission in the Data Portal based on AIHW feedback.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2. To approve your OSR submission, hover your mouse pointer to the right of the OSR reporting test text in the Reporting Dashboard and select .

⚠️ To be eligible for approval, your OSR submission's status will need to be *Submission Ready for Approval*.

Your OSR form will display.

3. You can now perform a final review of the OSR form, focussing primarily on the sections of the form with a 🗨1 displaying on the corresponding tab.

In these sections, the Notifications Tray will display any comments added by the AIHW, along with the responses added by your *Submission Uploader* and/or *Reviewer*.

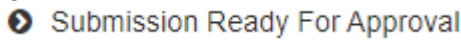⚠ If the *Notifications Tray* doesn't display by default, select 🗨 on the blue *Submission Data* bar.

4. To see the cell(s) each AIHW comment and the associated response refers to, select 👁 in the Notifications Tray.

5. Review any comments left in your OSR form and any changes made to the values in the form by your *Submission Uploader* or *Reviewer*, to ensure you are happy with them.

6. If needed, make any final changes to values in the form and select 💾 Save at the bottom of the form.

⚠ If you would like to leave your own comment for your *Submission Uploader*, should you need to return the form to them, select ＋ New at the top of the Notifications Tray, select a Reason, add your comment in the *Additional Information* field and then select Save . The comment have now been added and can be viewed by anyone accessing your nKPI submission in the future. Your comment can be edited by selecting ⋯ and selecting *Edit Comment* or deleted by selecting ⋯ and selecting *Delete Comment*.

7. To exit your OSR form, scroll to the bottom and select ＜ Close .

The Data Portal home screen will display with the Reporting Dashboard open.

8. Once the submission has been reviewed and updated as required, select ◉ Submission Ready For Approval in the Reporting Dashboard and, in the Change Data Asset Status dialog box, in the **Action** field, select ▼ and select **Approve for Submission**.

⚠️ If you responded to a comment in your OSR form and need to send your OSR back to your *Submission Uploader* so they can address your response*, select Revision Required, and* then select `Revision Required`.

9. In the **Comment** field, enter any comments regarding the action being performed on the nKPI submission.

10. To approve your OSR submission and send it to the AIHW for processing, select `Approve for Submission`. For the next step in the process, see *Process an OSR Submission*.

Your OSR submission has now been approved and sent back to the AIHW for processing.

OSR Interim Processing Workflow

Interim Process Diagram in the Health Data Portal
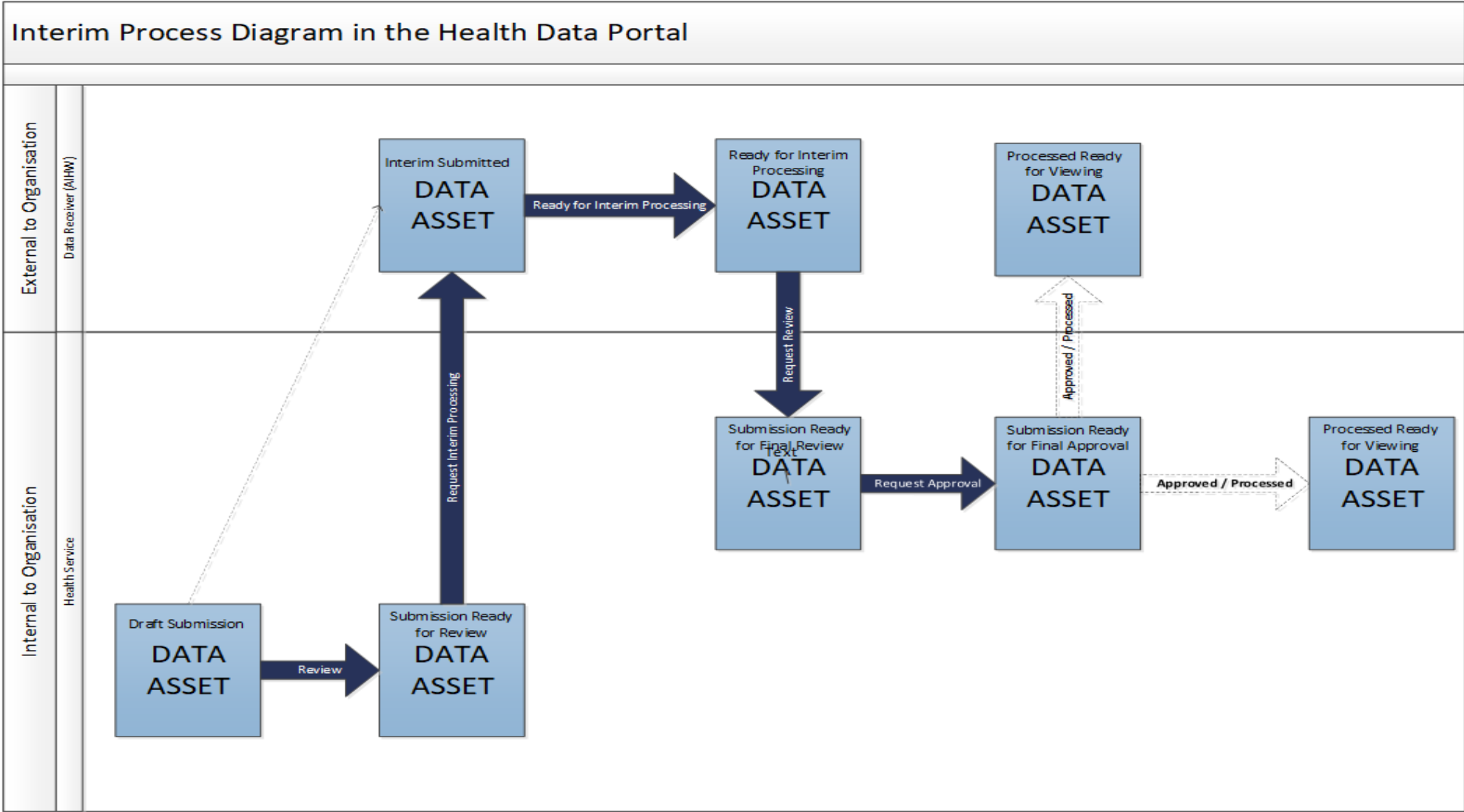
Interim Processing of an OSR Submission

Interim Processing of an OSR submission will be available to health services during a reporting round to allow them to send a submission on to the AIHW for review and processing prior to it going to the health service's CEO, or their representative, for formal approval.

Doing this avoids the situation of a CEO approving a submission only to have the AIHW send it back to the health service for amendment, so it needs to be approved again. Some health service CEOs may prefer to be the last person to see the submission and give formal approval once all other parties have reviewed and approved the submission as required. In these cases, Interim Processing will be the most suitable procedure for the health service to follow.

To send the OSR submission for interim processing, the health service user must have the role of *Submission Reviewer* in the Data Portal. Interim processing can't be initiated by the *Submission Uploader*.

Step 1 - Initiate Interim Processing (Submission Reviewer)

When an OSR submission has been updated (direct load) or created (manual submission) by a *Submission Uploader* in your health service and sent to your *Submission Reviewer* for review, the *Submission Reviewer* can choose to send the submission to the AIHW for review and approval prior to it going to your CEO or their representative for approval. This is known as *Interim Processing*.

This section of the user guide shows the process of initiating interim processing with the submission at the status of *Submission Ready for Review*. Please note though that interim processing can also be initiated when the submission is at the status of *Draft Submission* if the user has the *Submission Reviewer* role. This means the user doesn't have to set the submission to *Submission Ready for Review* before instigating interim processing.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the **Reporting Dashboard** open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2.   Before progressing your OSR submission through the submission workflow, select the
      Data Sharing link (if the section doesn't open by default) and answer either **Yes** or **No** to
      the data sharing consent questions that display, if the questions haven't already been
      answered.

⚠ If your health service is in the ACT only the NACCHO question will display here.

3.   To initiate interim processing, select ❯ Submission Ready For Review for the OSR
      submission in the **Reporting Dashboard** and, in the Change Data Asset Status dialog
      box, in the **Action** field, select ☑ and select *Request Interim Processing*.

4.   In the **Comment** field, enter any comments for the AIHW.

⚠ Any user with access to view the submission will be able to view any comments entered
here.

5.   To send your OSR submission to the AIHW for interim processing, select
      Request Interim Processing .

The status of the submission has now been set to *Interim Submitted* and the AIHW can now
review the submission as required to assess its suitability before it goes to the health service
CEO, or their representative for approval.

Step 2 – Review the submission (the AIHW)

Once your *Submission Reviewer* has requested interim processing of an OSR submission, the
submission's status will be set to *Interim Submitted* and it will be sent to the AIHW for review.

The AIHW will now go into the submission and set it to the status of *Ready for Interim
Processing* to inform your health service that the submission has been removed from their
backlog and is now being worked on.

Step 3 – Process the submission (the AIHW)

When the OSR submission has progressed to the status of *Ready for Interim Processing*, it can
be reviewed by the AIHW and sent back to your health service for your final review and
approval.

⚠ If any issues are identified with the data as part of the AIHW's review, the AIHW will add
comments to the data and send the submission back to your health service's *Submission
Uploaders* for amendment as per the normal exception reporting process. For more information,
see *Exception Reporting* earlier in this guide.

Step 4 – Conduct a final review of the submission
(Submission Reviewer)

If the *AIHW* has reviewed the OSR submission and is happy with it, they will send it on to your
health service's *Submission Reviewer* for final review prior to approval. The submission's status
will be set to *Submission Ready for Final Review*.

The following procedure is used to conduct a final review on your OSR submission sent for
Interim Processing in the Health Data Portal.

1.   Ensure you have logged in to the Data Portal and the Data Portal home screen is
      displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.
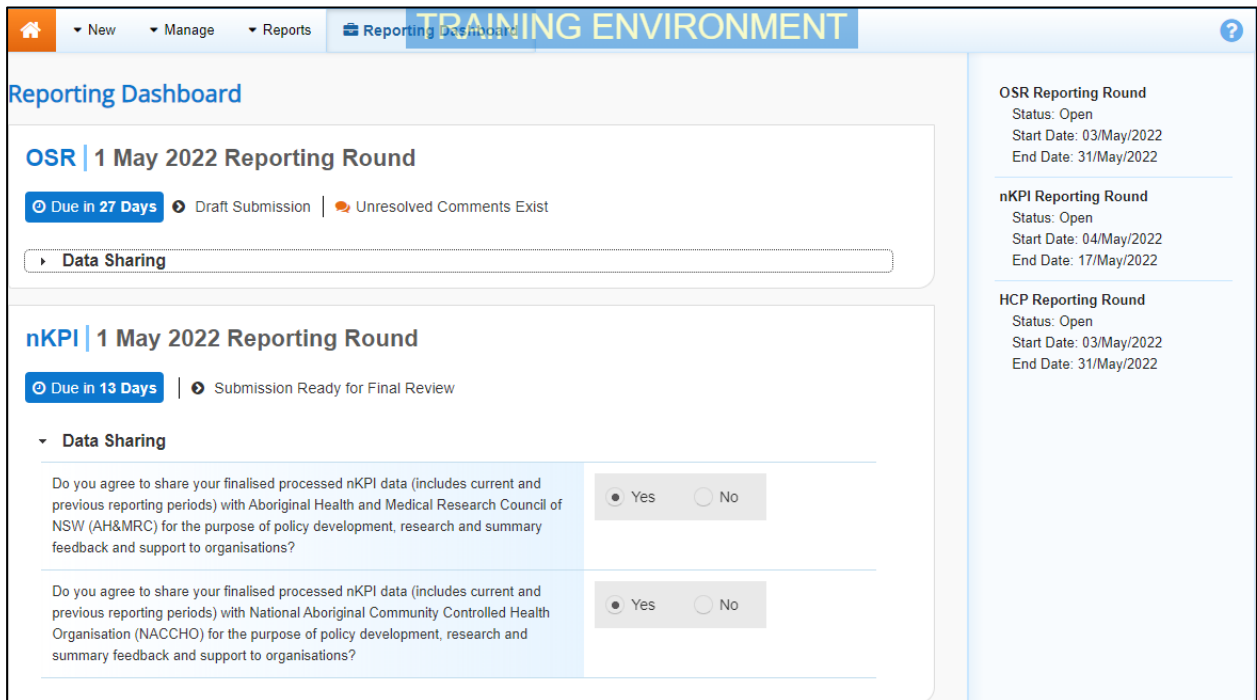
2.   To conduct a final review of your OSR submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄 .

Your OSR form will display and can be reviewed for accuracy.
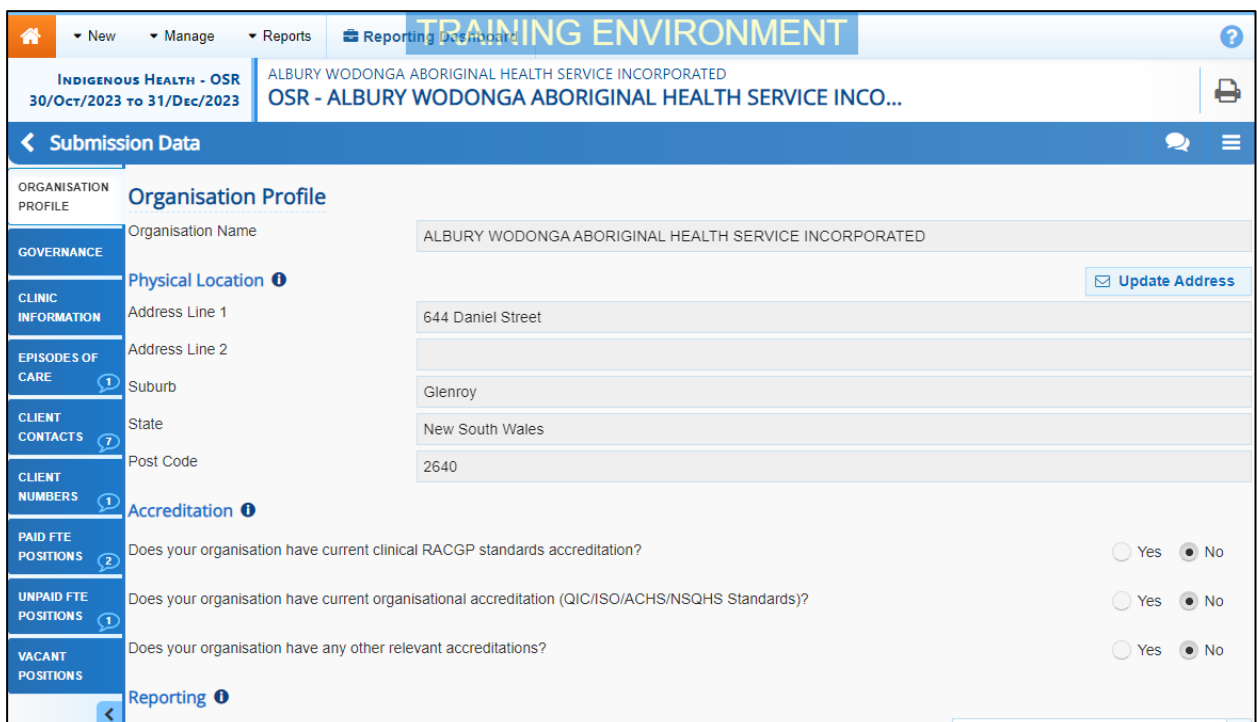
3.   Once the content of your OSR form has been reviewed, select [< Close] at the bottom of the form.

The Data Portal home screen will again display with the *Reporting Dashboard* Open.

4.   To action your submission, select ❯ Submission Ready for Final Review in the **Reporting Dashboard** and, in the Change Data Asset Status dialog box, in the **Action** field, select ⌄ and select *Request Approval*.

⚠️ If changes need to be made to any of the data in your submission, select *Revision Required* to send the submission back to the *Submission Uploader* for amendment.

5. In the **Comment** field, enter any comments regarding the action being performed on the submission.

⚠️ Any user with access to view your OSR submission will be able to view any comments entered here.

6. To send the submission on to your CEO or their representative for approval, select **Request Approval**.

Your OSR submission has been sent to your CEO or their representative within the health service for final approval.
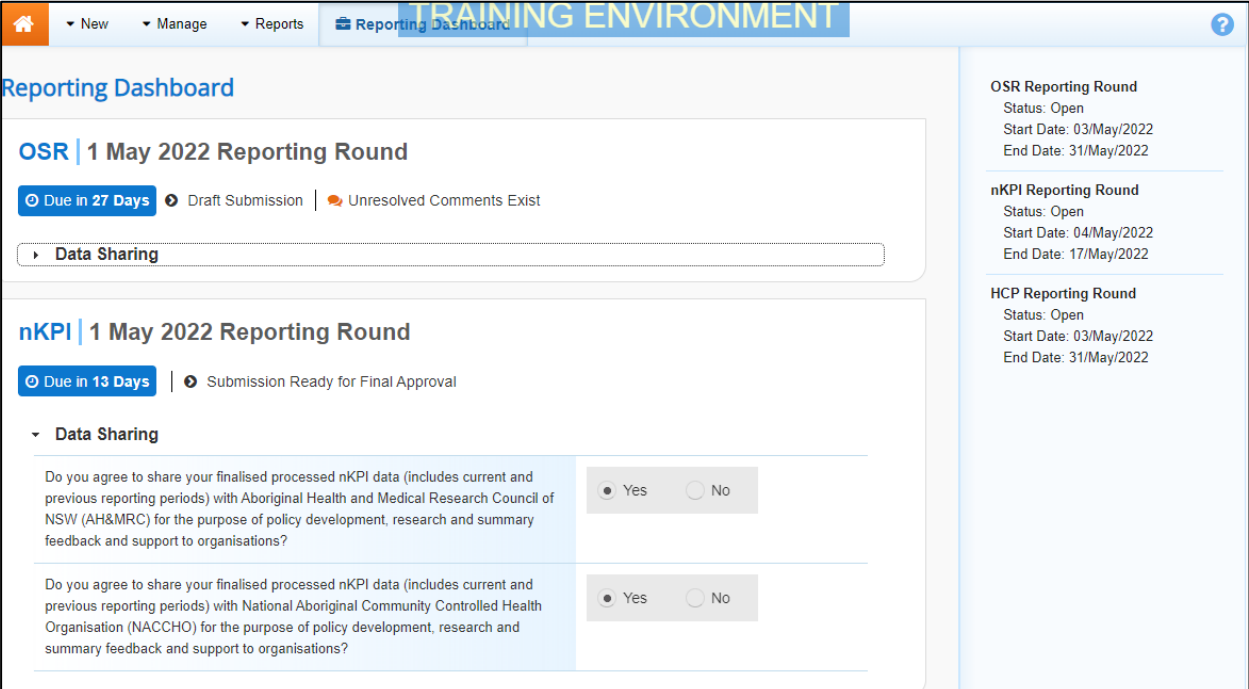
Step 5 – Approve your OSR submission (Submission Approver)

When your OSR submission has the status of *Submission Ready for Final Approval*, it can be approved by your *Submission Approver* (usually your CEO or their representative) and progressed on to the status of *Processed*.

The following procedure is used to approve your OSR submission as part of Interim Processing in the Data Portal.

1. Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the submission your health service is expected to submit as part of the current reporting round will display.

2. To approve your OSR submission, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄.

The OSR form will display and can be reviewed for accuracy.

3.   Once the content of your OSR form has been reviewed, select [< Close] at the bottom of the form.

4.   To approve your submission, select ⊙ Submission Ready For Approval in the **Reporting Dashboard** and, in the Change Data Asset Status dialog box, in the **Action** field, select ⌄ and select *Approve for Submission*.

⚠ If changes need to be made to any of the data in your submission, select *Revision Required* to send the submission back to the *Submission Uploader* for amendment.

5.   In the **Comment** field, enter any comments regarding the action being performed on the submission.

⚠ Any user with access to view your OSR submission will be able to view any comments entered here.

6.   To approve your submission, select [Approve for Submission].

The submission has been progressed to the status of *Processed* and Interim Processing is now complete.

Work with Comments

As part of the OSR submission workflow process in the Data Portal, it is important for your health service and the AIHW to be able to engage in a "conversation" regarding the clinical data that has been recorded in the submission.

There may be times, for example, when your health service needs to explain to the AIHW why a particular value has been recorded, as it may be higher or lower than expected. The AIHW may then need to respond if further explanation is needed from your health service.

There may also be times when the participating users from your health service need to have an internal, private "conversation" in the Data Portal regarding your data, separate to those conversations held with the AIHW in response to a data validation issue.

To ensure the different scenarios above can occur, the concept of "threaded comments" has been introduced in the Data Portal. This allows conversations to occur in the Data Portal both between your health service and the AIHW and internally within your health service. It also allows for these conversations to be marked as complete by the relevant parties once a conversation has come to its conclusion.

Respond to a data validation flag in your OSR form

When a data validation flag appears in your OSR form regarding a particular value or values in a tab, and you believe the values in question are correct and don't need to be changed, you will need to respond to the message explaining to the AIHW why the value doesn't need to be changed.

⚠ You will not be able to submit an OSR report to the AIHW until a data validation flag is addressed by either amending the values in question or responding to the flag.

The following procedure is used to respond to a data validation flag in your form.

1. Ensure the applicable form is displayed.

2. Open the indicator/tab you wish to add a data validation flag response to.

3. Navigate to the **Notifications Tray** containing the data validation flag you wish to respond to.

⚠ If the *Notifications Tray* doesn't display by default, select 🔺 in the top right-hand corner of the form.

4. If needed, select 👁 next to the flag to confirm the values the data validation flag is referring to.

5. To add your response to the flag, in the **Notifications Tray**, select ↩ next to the flag.

The Respond to Validation Issue dialog box will display.

6.   Select ☑ in the **Reason** field that displays and select the reason you are responding from the drop-down list. The available categories are **Unexpected results**, **Zero results**/blanks, **Internal validation,** and **General comments**. Each category then has several options that can be selected from.

7.   Enter an explanatory comment in the **Additional Information** field.

8.   To save the response, select **Save**.

Your response will now appear under the data validation flag you have responded to and can be viewed/responded to by anyone else with access to the submission (including the AIHW).

You can now submit your OSR submission through the submission workflow and both the reviewers and approvers within your health service, and the AIHW, will be able to view your comment and respond to it if needed.

🟠 Once you have added a response against a data validation flag, the icon displayed on the applicable indicator/tab will change from 🔺 to 💬, indicating that the validation issue has been resolved and will not prevent the submission from being sent to the AIHW for processing.

Add a new "internal comment" for use within your Health Service

As part of the submission of your OSR in the Data Portal, you may wish to add a comment to a particular section of your form that you only wish to share with other users within your health service. For example, you may wish as the *Submission Reviewer* to ask a question about some of the data in the form, or you may want to provide an explanation about a value to your CEO, so they understand the context regarding a particular value before considering whether to approve a submission.
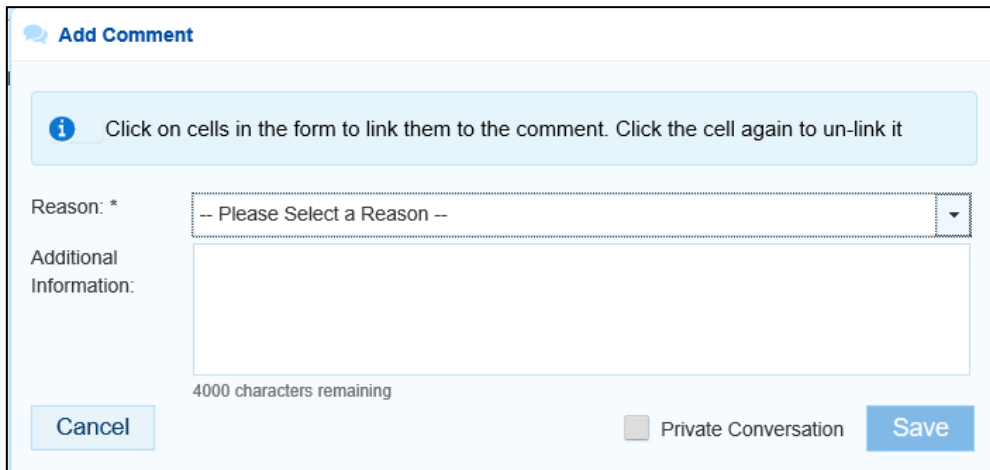
In these instances, you would not want the AIHW to see these comments as they were purely for use within your health service.

The following procedure is used to commence a private conversation in your OSR form in the Data Portal by adding an "internal comment" to an indicator.

1.   Ensure the applicable form is displayed.

2.   Open the indicator/tab you wish to add a new "internal comment" to.

3.   Navigate to the **Notifications Tray**.

🟠 If the *Notifications Tray* doesn't display by default, select 💬 in the top right-hand corner of the form.

4. To add your "internal comment", select [+ New] at the top of the **Notifications Tray**.

The Add Comment dialog box will display.

5. Select [▾] in the **Reason** field that displays and select the reason the new comment is being added from the drop-down list. The available categories are **Unexpected results**, **Zero results/blanks**, **Internal validation,** and **General comments**. Each category then has several options that can be selected from.

6. Select the cell or cells in the indicator your comment relates to. This provides additional context for your colleagues reading your comment. For more information, see *Link a Comment to Particular Cells*.

7. Enter an explanatory comment in the **Additional Information** field.

8. To mark the comment as private so the AIHW can't see it, select the **Private Conversation** check box.

9. To save the comment, select [Save].

Your new comment can now be viewed by anyone within your health service with access to the submission, but not external the AIHW.

⚠ Your internal, "private" comment will display in purple, as opposed to any data validation flags and associated responses, which will be red (data validation flag) or orange (data validation flag with a response).

Mark an Internal Comment as Complete

If a private conversation has been conducted in your submission using the "internal comment" functionality, someone within your health service (*Submission Uploader*, *Reviewer* or *Approver*) can mark this conversation as complete prior to the submission being sent to the AIHW for processing if they would like to remove the comment from the submission.
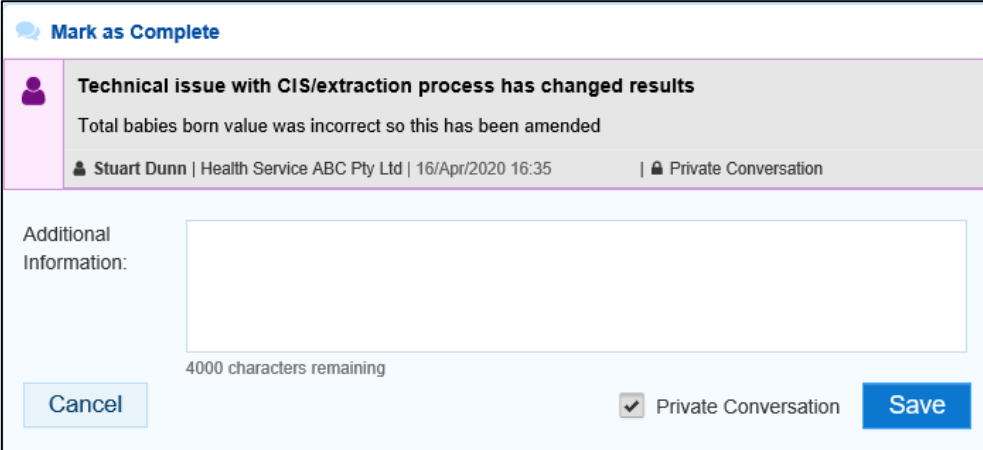
The following procedure is used to mark a private conversation in a form as complete in the Data Portal.

1.   Ensure the form is displayed.

2.   Open the indicator/tab you wish to mark a comment/conversation as complete for.

3.   Navigate to the **Notifications Tray**.

⚠ If the *Notifications Tray* doesn't display by default, select 💬 in the top right-hand corner of the form.

4.   To mark a conversation as complete, select ✅ next to the applicable comment/conversation in the **Notifications Tray**.

The Mark as Complete dialog box will display.

5.   In the **Additional Information** field, you can enter an explanation regarding why you are marking the conversation as complete, if you choose.

6.   To save the comment, select Save .

The conversation will now disappear.

⚠ Only the AIHW can mark comments and conversations attached to automated data validation flags as complete. If any such comments remain at the end of the submission process, the AIHW needs to mark these comments as complete to be able to set the submission to the status of *Processed*.
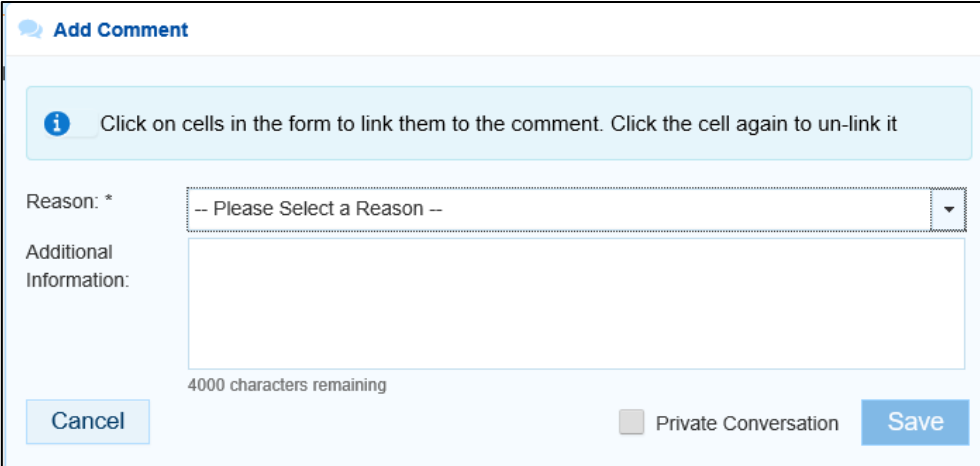
Link a Comment to Particular Cells

If there is a particular value you would like to draw another user's attention to, you can add a comment to the applicable indicator/tab in your form and link a particular cell or cells to that comment. For example, you may wish to ask the AIHW a question about a particular value or point out to them that an incorrect value has been transferred across from your CIS.

1. Ensure the form is displayed.

2. Open the indicator you wish to add a new comment to with linked cells.

3. Navigate to the **Notifications Tray**.

 If the *Notifications Tray* doesn't display by default, select in the top right-hand corner of the form.

4. To add your comment, select + New at the top of the **Notifications Tray**.

The Add Comment dialog box will display and the message "Click on cells above to link them to the comment. Click on the cell again to un-link it" will display.

5. Select the cell(s) to be linked to the comment you are adding.

The selected cell(s) will now be highlighted in red.

6. Select in the **Reason** field that displays and select the reason you are linking the cell from the drop-down list. The available categories are **Unexpected results**, **Zero results/blanks**, **Internal validation,** and **General comments**. Each category then has several options that can be selected from.

7. Enter an explanatory comment in the **Additional Information** field.

8. To mark the conversation as private so the AIHW can't see it, select the **Private Conversation** check box.

9. To save the comment, select Save .

Once the submission is submitted to the AIHW for processing, the AIHW will be able to see the cells you have linked to the comment by selecting .

View Completed Comments and Conversations

When a comment or conversation is marked as complete in a submission's form, it disappears. If required though, you can view those completed comments/conversations and undo the completion action if you wish to bring them back into view permanently.

The following procedure is used to view a completed comment/conversation in an OSR form in the Data Portal.

1.   Ensure the applicable form is displayed.

2.   Open the indicator you wish to view completed comments for.

3.   Navigate to the **Notifications Tray**.

🛈 If the *Notifications* T*ray* doesn't display by default, select 💬 in the top right-hand corner of the form.

4.   To view all "completed" comments, select 🟦 in the **Notifications Tray** and select **Show Completed Comments**.

Any comments that have previously been marked as complete will now be visible, in the *Notifications Tray*, in green.
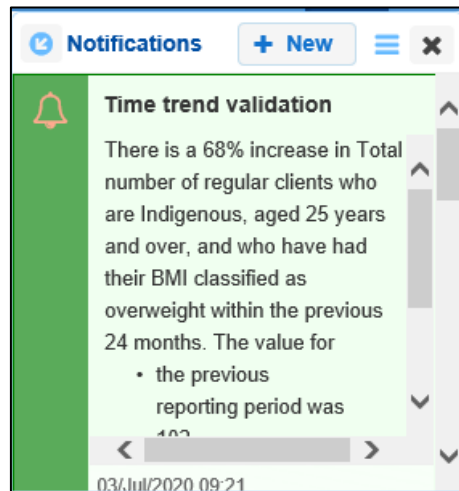
The comment/conversation can now be read as needed.

5.   If the comment/conversation needs to be made permanently visible again, in the **Notifications Tray**, select ↺.

The selected comment/conversation has now been returned to view in the *Notifications Tray*.

🛈 Only those comments you have previously been able to see will be returned when you select *Show completed comments* in the *Notifications Tray*. For example, if the AIHW has not previously been involved a particular conversation conducted by your health service, they will not be able to retrieve these "completed" comments.

Download an OSR Submission's Data Validation History

When working with your submissions in the Data Portal, there may be times when you wish to see a full history of all the data validation issues that were generated for a particular submission. As data validation issues are resolved in the Data Portal as part of the submission workflow process, they disappear from the OSR form, so it isn't easy for those interacting with the submission to see all the issues that have been raised.

Being able to download the data validation history for an OSR submission in the Data Portal allows any Data Portal users with the applicable access to be able to see what kind of data validation issues were encountered when working with the submission and how many of these issues were generated. It also allows you to see exactly how each issue was resolved and by whom.

The following procedure is used to download the data validation history report for a particular submission.

1.   Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.

2.   To open the Data Asset Details screen, hover your mouse pointer to the right of the OSR Reporting Period text in the Reporting Dashboard, select ⬤ and then select **Open Data Asset**.

The Data Asset Details screen will display.

3. To download the data validation history report for the selected submission, scroll down to the **Files** section of the screen and select [icon] in the **Action** column.

4. From the Download tray [icon] that now displays in the top right-hand side of your browser, select the spreadsheet that has just been downloaded.

The Data Validation History report will now open in Microsoft Excel.

The Data Validation History report displays the following information:

- **Created** - The date the data validation issue was generated (column needs to be expanded for the date to be seen)

- **Error Resolved** – Whether or not the data validation issue has been resolved by you either amending the values associated with issue or responding to the issue

- **Validation Type** – Lists the type of validation issue – examples are *Internal validation* and *Time trend variation*.

- **Page** – The indicators the data validation issues appeared in.

- **Original Message** – The data validation flag that first displayed when the issue was generated

- **Final message** - The data validation flag that displayed when the issue was resolved

- **Who responded** – Where a response was added to a data validation flag, this column will list who entered the response

- **Comment Reason** – The reason selected from the drop-down list when the response was added

- **Comment Text** – The content of the response added by the suer

5. Use/save the data validation history report in Microsoft Excel as required.

Print or PDF Your OSR Form

There may be times when you need to print or PDF your OSR form from within your submission in the Data Portal. For example, your CEO may need to approve your health service's data but may not have access to the Data Portal to be able to do so online. As an alternative, you may choose to print out the form or PDF it and email it, so your CEO can review it in hard copy.

The following procedure is used to print/PDF your OSR form from the Data Portal.

1.	Ensure you have logged in to the Data Portal and the Data Portal home screen is displayed with the Reporting Dashboard open.

A list of the reports your health service is expected to submit as part of the current reporting round will display.
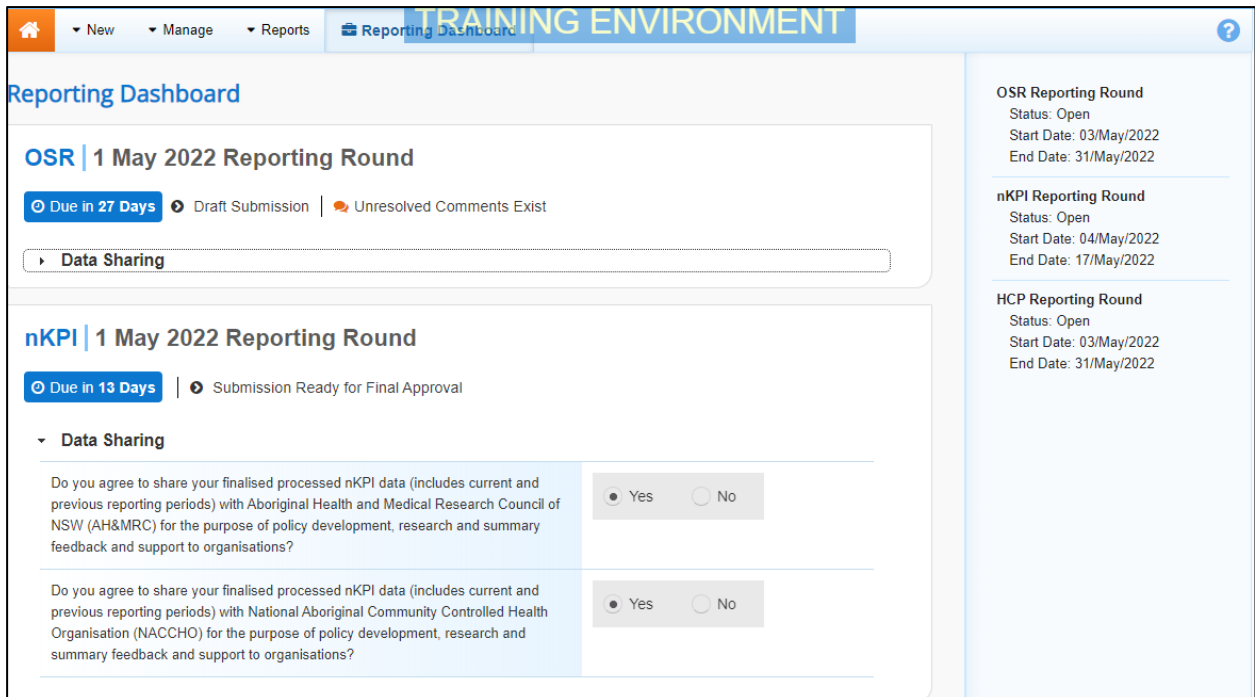
2.	To print your OSR form, hover your mouse pointer to the right of the OSR reporting round text in the Reporting Dashboard and select 📄.

The OSR form will display with the Print button available in the top right-hand corner of the form.
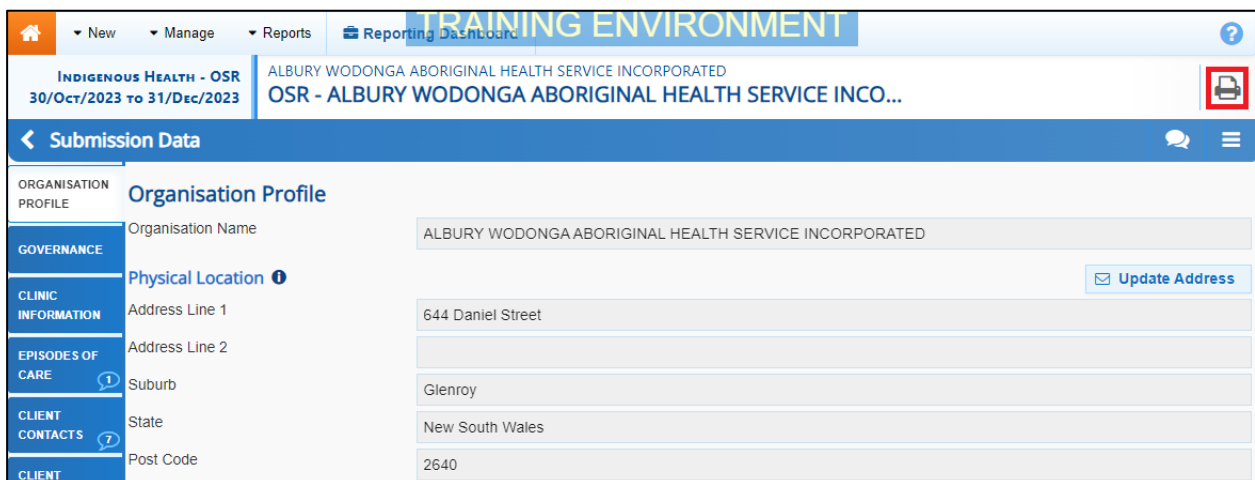
3.	To print the data for an individual tab, select the tab from the left-hand side of the form and then select 🖨.

4.	To print the entire OSR form at once or more easily print multiple sections, select ▤ in the top right-hand corner of the form and then select **Summary View**.

The *Summary View* contains all sections of the form with the first section of the form defaulting as open, in read-only mode. If there are any comments in the form, these will now display in the *Notifications Tray* on the right-hand side of the form.

5. To expand all the sections at once so the whole form can be printed or saved as a PDF, select at the top of the form and select **Expand all tabs**.

 If needed, you can expand and collapse individual sections by selecting ⌄ next to the applicable section.

6. Once all the required sections have been expanded, to print or PDF the entire form, select .

The Print dialog box will display, showing a preview of the form, with any comments now showing in the section of the form they relate to.

7.   To continue, select the printer you wish to use.

🔶 If you wish to save the form rather than print it, so you can share it with colleagues or file it, select ⬚ in the Print dialog box, select Save as PDF and then save the form in the desired location.

8.   To print the form, select [Print].

The selected elements of the form will now be printed at the selected printer.

🔶 Please note the form will be long when printed in its entirety. It may be worth printing individual sections where possible.