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| Community Health Minimum Data Set (CHMDS) |
| Frequently Asked Questions  October 2021 |
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## What do organisations need to consider before generating and submitting quarterly reports?

Check the following before generating the Minimum Data set report.

* Is the file in the correct format? The correct file format is .XML
* Is the header row correct? Make sure you are reporting performance for Community Health, not HACC or other data collections. Your data file must be prefixed CHMDS for it to be recognised as a Community Health file.
* Is the report for the correct quarter? You should submit only file(s) related to the current collection period. For example, you should submit only Q4 (April-June) report by 1–15 July.
* Is the Funding Source accurate for these clients? You should report against only the Funding Sources that your organisation is funded to deliver.
* Is the Service Stream correct?
* All files can be tested prior to submission. These file(s) can be sent to [info.cwhdata@health.vic.gov.au](mailto:info.cwhdata@health.vic.gov.au)

## Uploading files directly to the RRHACS Repository

In January 2021 agencies were advised of the new way of uploading data files to the department which replaces the previous method using the Secure Data Exchange (SDE) portal. Each agency must register at least one key contact who will upload files and receive the submission logs. This would normally be the person or persons whose email address is in the contacts module of the repository and who can action data issues such as critical errors and warnings. For more information, refer to the [RRHACS Data Repository User Guide](https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/community-health-data-reporting) <https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/community-health-data-reporting>.

The new access to RRHACS Repository allows agencies to:

* Upload files directly to the Repository without going via the SDE portal
* Access submission logs in a variety of formats (html, pdf, csv, excel) rather than the current default of pdf
* Receive immediate feedback without involving emails and other intermediaries (Funded Agency Channel)
* Receive reports
* Update contact details

## How do I know if my file has successfully loaded?

Refer to the submission log to check if your file has successfully loaded. Files that have been accepted (loaded) will have one of the following messages in the Action Taken column of the submission log: ‘Loaded’ or ‘Loaded with Warnings’. Any other messages will mean that your file has not been accepted. If you continue getting error messages after several attempts to load the file contact your software provider or [email the helpdesk](mailto:info.cwhdata@health.vic.gov.au) <[info.cwhdata@health.vic.gov.au](mailto:info.cwhdata@health.vic.gov.au)> for assistance

## How do I access my submission log?

Once you have loaded your file on the RRHACS Repository, you will be able to view your submission log by selecting the Log icon.

Organisations are requested to review submission logs, correct all critical errors and correct warnings as appropriate.

## How do organisations interpret the submission log?

The submission log is a means of communicating with agencies about the quality and completeness of the data that they submit to the department every quarter.

Organisations receive a submission log with one of the following messages in the Action Taken column:

* Loaded
* Loaded with warnings
* Validated but load failed

### What do these messages mean?

**‘Loaded’** means the organisation’s file was successfully loaded by the department’s data repository. All records were processed and accepted, no critical errors and no warnings were detected.

**‘Loaded with warnings’** means the file was accepted by the repository but contained critical errors and/or warnings. Client records with critical errors (if any) were rejected. Client records with warnings were accepted. The organisation must review and correct all critical errors and correct warnings where appropriate in their software and re-submit the file.

**‘Validated but load failed’** means that your file has been validated but has not been loaded onto the repository. This usually happens during busy times when there is heavy traffic in the repository, i.e. too many files are being loaded at the same time, preventing some from being accepted. Please try loading your file again at a different time until you get a ‘Loaded’ or ‘Loaded with warnings’ message. If you continue getting error messages after several attempts to load the file, contact your software provider or [email the helpdesk](mailto:info.cwhdata@health.vic.gov.au) <[info.cwhdata@health.vic.gov.au](mailto:info.cwhdata@health.vic.gov.au)> for assistance.

## Can an organisation resubmit data from the current quarter?

An organisation can resubmit data for the current quarter multiple times during the collection period. This allows organisations to correct any errors or warnings.

## Can an organisation resubmit data from previous quarters?

Data from previous quarters can be resubmitted only during the designated resubmission periods in March and August.

Organisations have two windows of opportunity to submit or re-submit any missing or corrected CHMDS files:

* On 1–15 March, organisations can resubmit files covering July-September (Q1) and October-December (Q2) of the current financial year.
* On 1–15 August, organisations can resubmit files relating to any quarter in the previous financial year.

Resubmitted files will not be processed outside of these dates.

## Can an organisation submit data after the due date?

Files submitted after the due date (15th) during the collection period will not be accepted and must instead be submitted during one of the designated resubmission periods.

## What support is available to organisations?

The department has a dedicated CHMDS Helpdesk to provide support and answer queries regarding the CHMDS collection. The department also conducts information sessions on the CHMDS by request. These sessions provide updated information on data collection and reporting so organisations know how to correctly report against their targets. These are particularly useful for new staff.

To request an Orientation Session [email the helpdesk](mailto:info.cwhdata@health.vic.gov.au) <[info.cwhdata@health.vic.gov.au](mailto:info.cwhdata@health.vic.gov.au)>

## How are service delivery time hours for Community Health Program client group attendance reported?

Organisations must report group attendance in terms of the clinician’s time, not the total client attendance in the group. If, for example, a clinician provided group counselling for 60 minutes to a group of 10 clients, then the session’s reportable time is 60 minutes.

For further information refer to the [Community Health Program Data Submission Guidelines](https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/community-health-data-reporting) <<https://www2.health.vic.gov.au/primary-and-community-health/community-health/community-health-program/community-health-data-reporting>>

## Can I view reports for my organisation on the Funded Agency Channel?

Yes. The Funded Agency Channel (FAC) is the main method of dissemination of agency data back to agencies. Data that has been validated, accepted and consolidated is uploaded onto the FAC as agency performance reports. These reports can be downloaded by registered users of FAC.

There are various types of user access to the FAC including service agreement access, finance access, and performance access. To access the CHMDS reports, you require performance access in the FAC. This needs to be granted by the access tracker in your organisation.

## What happens if Community Health Program reported hours are below or above target?

Organisations should aim to achieve 100 per cent of their targets each quarter and at the end of the financial year. Organisation’s management should discuss under or over performance with the department’s regional Agency Performance and System Support staff.

## Why might Community Health Program funded organisations be reported as underperforming?

Underperformance in a Community Health Program CHMDS report may be due to:

* reported hours being below the organisation’s targets
* hours being reported against the wrong funding source. To avoid this error check the activities that the organisation is funded to deliver.

## What happens to organisations that consistently underperform against Community Health Program targets?

The department may recall funding for target related activities if an organisation underperforms for the full year by more than 5 per cent. The funding amount subject to potential recall is the amount beyond the 5 per cent variance from the target. The recall policy aims to ensure accountability and effective use of public funds, not to penalise organisations by reducing their funding.

For this reason, it is critical that agencies collect and continue to report information accurately.

## More information

For more information about the Community Health Minimum Dataset please [email the helpdesk](mailto:info.cwhdata@health.vic.gov.au) <[info.cwhdata@health.vic.gov.au](mailto:info.cwhdata@health.vic.gov.au)>

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