COMPLETING SERVICE USER / CLIENT DATA

(REQUIRED TO BE COMPLETED FOR ALL SERVICE USERS RECEIVING SERVICES WITHIN THE MONTH)

ENTERING SERVICE USER DATA

1. Select "Service User"

2. Enter in search criteria OR Type "0" in the first "BIS Client ID:" box to return all clients

3. Select the clients Surname

(This will display the Service User Details)

4. Select "AS&RS Services received / Summary"

5. Select "Add service received details"

6. Complete relevant sections for the service user/client.

   NOTE: For further details on calculating hours of service refer to the table on page 2.

7. Click "Save" after each individual instance of service (this will update the total number of hours received)

8. Click "Add" after completing each service user's record of services received.

9. Authorise client data
   (See "Authorising client data" for instructions)

   NOTE: Please ensure you review all Service User Details. Any updates that are required, please email:

   ProviderReporting@communities.qld.gov.au

   All selections that can be made from the left side panel, also can be made from the centre section. There is no difference between these fields.

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Entering service dates and calculating hours of service

Accommodation Support	EXAMPLE
• Enter the date range accommodation services were received • Each day of service is calculated as 24 hours • Do not include additional hours e.g. DSTL hours, DSSO hours, double up support If an individual commences or leaves the accommodation service during the month enter the actual date the person commenced or left the service and calculate the number of days accordingly.	• Service received for the full month start date 1 January 2020 and date 31 January 2020 Hours of service: 31 days at 24 hours per day = 744 hours **Service Start Date** / **Service End Date** / **Hours Provided** 01 Jan 2020 / 31 Jan 2020 / 744 / Edit / Expire
RESPITE SERVICES	**EXAMPLE**
• Each instance of stay in the respite centre must be entered separately • Each <u>night</u> of service is calculated as 24 hours, this is regardless of actual arrival and departure time • Do not deduct any hours the individual is away from AS&RS support e.g. school, work, external Community Access agency support The purpose of this is ensure AS&RS can report to the National Disability Insurance Agency the number of nights of service that have been provided to an individual during the month.	**Service Start Date** / **Service End Date** / **Hours Provided** 02 Feb 2020 / 04 Feb 2020 / 48 / Edit / Expire 22 Feb 2020 / 25 Feb 2020 / 72 / Edit / Expire
• If a client finishes their stay on the 1st day of the month their full stay will have been calculated in the previous month. For example: 29th January 2020 to 1st February 2020 will be noted as 29th Jan to 31st January (72 hours) in January ODC data and 1st February to 1st February (12 hours) to show less than full day of service.	**Service Start Date** / **Service End Date** / **Hours Provided** 01 Feb 2020 / 01 Feb 2020 / 12 / Edit / Expire 22 Feb 2020 / 25 Feb 2020 / 72 / Edit / Expire
• If a person arrives on the last day of the month the night is recorded as 24 hours. • The balance of their stay will be recorded in the following month	**Service Start Date** / **Service End Date** / **Hours Provided** 31 Jan 2020 / 31 Jan 2020 / 24 / Edit / Expire

COMPLETING SERVICE USER / CLIENT DATA
(REQUIRED TO BE COMPLETED FOR ALL SERVICE USERS RECEIVING SERVICES WITHIN THE MONTH)

AUTHORISING CLIENT DATA

1. Select "Reports"

Online Data Collection
[+] Administration
Resources
Service Type Outlet
Service User
[+] Reports

2. Select "Authorise DS NMDS monthly data"

[-] **Reports**
  [-] AS&RS
    Authorise AS&RS Monthly data
    Monthly Data Extract
    Monthly Reporting Checklist
    Reported Services List

3. Select relevant Quarter/Financial Year and then select "Display Users"

Filtering Options

Month:*

Financial Year:*
2019-2020

● To be authorised ○ Alread

Display Users

4. Review the details entered and either individually select client(s) or select "Select All".

Select All Select None

Selected	Surname
☐	Bloggs

Authorise

5. Click "Authorise" button

TIP: *All selections that can be made from the left side panel, also can be made from the centre of the screen section.*

There is no difference between these fields.

NMDS MONTHLY REPORTING CHECK

1. Select "Reports"

3. Select relevant Service Type Outlet(s), Month and Financial Year

Multiple Service Type Outlets can be selected at one time by holding the "Ctrl" key down and selecting. (However selecting more than 5, slows the search down and may result in timing out)

2. Select "Monthly Reporting Checklist"

4. Select "Run Report"

3. This will return "What you need to do"

The aim is to see 1 dot point stating "Nothing more to do". If you don't see, "Nothing more to do", use the trouble shooting table below to resolve the issue. (This isn't a list of all issues, just the most common).

WHAT YOU NEED TO DO - ISSUE	SOLUTION
• The number of service users you have provided services to during the month is "**#**". If this is correct you may ignore this message, otherwise please amend the record of service provision. **TIP:** *# will be a specific number – and must match the actual number of service users for whom service have been provided.*	• Confirm the number of service users (#) is correct.
• You have not provided any services to your service users. If this is correct you may ignore this message, otherwise click here to complete this information.	• Use Completing Service User "how to" to complete client data
• You have services received records which have not been authorised. As you are an Authorising Officer, you may click here to authorise your service user data for use by DSQ.	• Use Authorising Client Data "how to" to authorise client data

If you are concerned that you have entered the correct data into ODC and are still receiving one of the above messages / any other message except *"Nothing more to do",* please contact your NMDS contact.