

# Disability Services

## Quarterly Data Collection

### Quarterly Data Collection Start-up Guide for Service Providers

The Start-up Guide is designed for service providers funded by the Disability Services Division (DSD) of the Department of Human Services (DHS).

This guide outlines what is required to be collected and reported for the Quarterly Data Collection (QDC) information system. This includes the relevant processes, reporting and accountability requirements.

August 2004/Version 1.0

### What is the Quarterly Data Collection?

The Quarterly Data Collection (QDC) is a reporting system used by DHS to collect data about service users and service providers to meet State and Commonwealth Government reporting requirements, assist in planning and inform policy development.

### Does the QDC apply to my organisation?

Organisations funded by DHS to deliver disability services are required, as part of their service agreement, to provide information about each activity type they are funded to deliver.

An organisation may receive funding from other sources, but for the purposes of the QDC only services provided using DHS funds should be recorded.

The QDC also incorporates the data relevant for Home and Community Care (HACC) and Psychiatric Disability Support Services (PDRSS) funded activity types. The requirements for HACC and PDRSS are not detailed in this guide. Refer to the QDC Data Guide for details.

### What information do I collect?

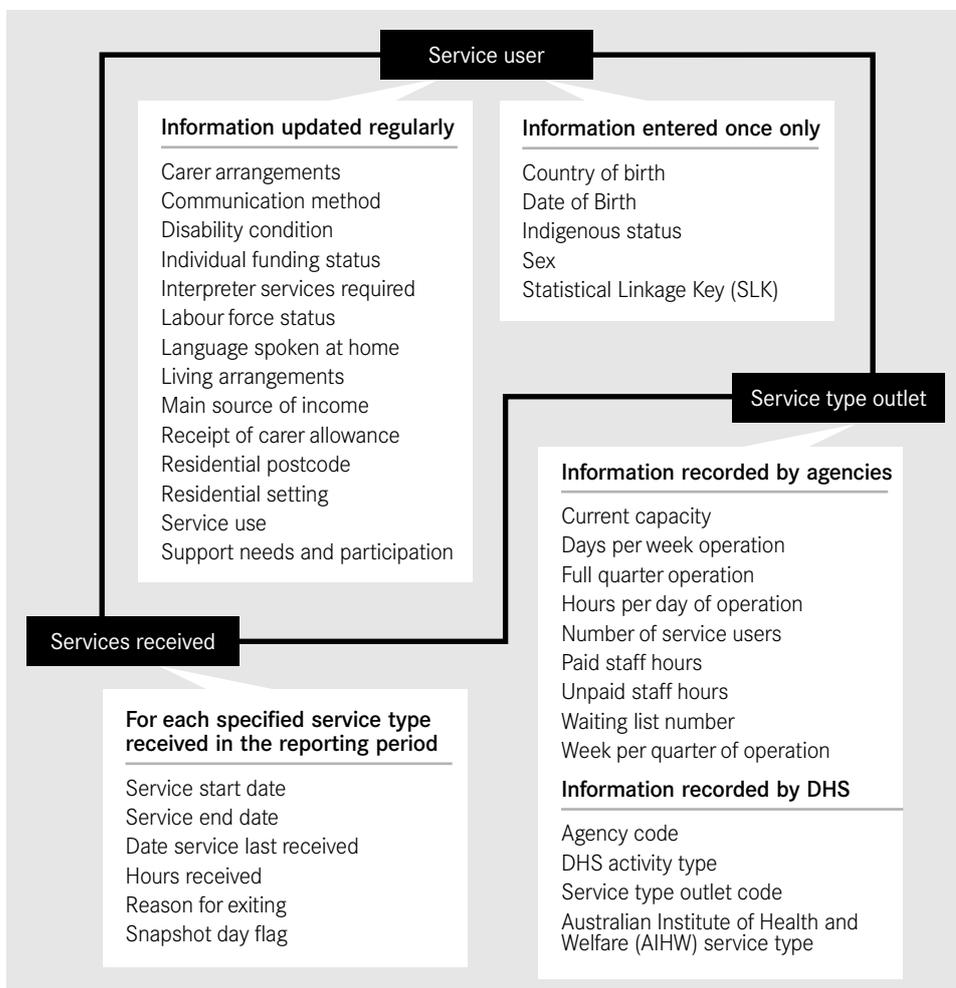
The information collected and reported to DHS depends on the disability activity type your organisation is funded to deliver.

Data collected typically includes information about:

- Service users (for example: carer arrangements)
- Services received by service users (for example: hours received)
- Service type outlet (for example: days per week of operation)

This information, where possible, should be collected on an ongoing basis as part of your general administration.

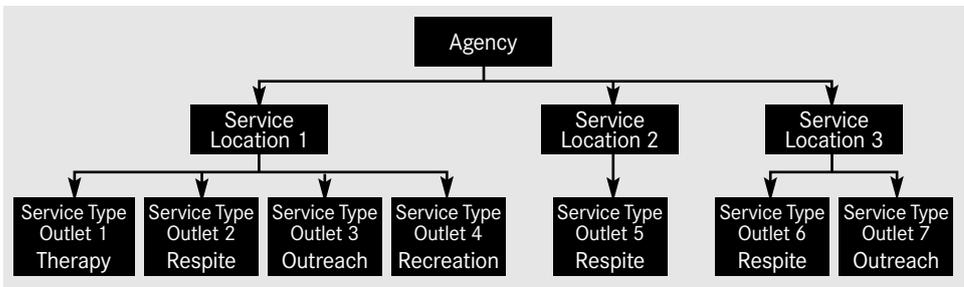
The diagram details the type of information collected about service users, services received and service type outlets.



### What is a service type outlet?

A service type outlet (STO) is a unit of the organisation that delivers a particular DHS activity type at or from a discrete service location. Each service type outlet has a code assigned by DHS.

Data must be provided for each service type outlet. If an organisation provides one activity type from multiple service locations, each discrete service location is treated as a service type outlet and assigned its own code. Alternatively, if an organisation provides multiple DHS activity types from one service location, then each activity type is treated as a service type outlet and assigned its own code.



DHS provides funds to organisations to deliver support to people with disabilities. Funding provided is classified by activity type.

As in the example in the diagram: DHS requires data to be returned from each of these seven service type outlets.

### Reporting requirements

The QDC applies if your organisation is funded to deliver any of the disability activity types listed in the table below. The table also shows the type of information to be collected. The information regarding the activity types for which your organisation is funded is documented in your service agreement.

Disability Services Division Funded Activity Types	Service Type Outlet	Service User	Services Received
17024 DSD Advocacy services	YES	NO	NO
17033 DSD Information services			
17044 DSD Intake and response			
17053 DSD Peak organisations	YES	NO	NO
17061 DSD Building inclusive communities	<i>Do not record the number of service users</i>		
17064 DSD Training and development			
17016 DSD Shared supported accommodation	YES	YES	YES
17017 DSD Congregate care			<i>Do not record the hours of service provided</i>
17006 DSD Criminal justice services	YES	YES	YES
17008 DSD Accommodation outreach support			
17010 DSD Respite			
17022 DSD Day programs			
17023 DSD Independent living training			
17026 DSD Behaviour intervention services			
17028 DSD Case management			
17034 DSD Flexible support packages			
17042 DSD Therapy			
17052 DSD Family options			
17081 DSD Individualised support packages			
17082 DSD Community options			
17083 DSD Moving ahead			
17200 DSD Home first			
17201 DSD Futures for young adults			
17203 DSD Transitional accommodation support			
17035 DSD Recreation	YES	SOME <i>Include: Statistical Linkage Key (SLK) Date of birth, Sex, Disability condition, Residential postcode</i>	SOME <i>Include: Service start date, Service end date</i>

The table also shows the type of information to be collected. The information regarding the activity types for which your organisation is funded is documented in your service agreement.

Reporting requirements for the following disability services are not part of the QDC:

- 17025 Aids and Equipment;
- 17051 Service Quality; and
- 17080 System Support and Innovation.

For further information on funded DHS activities, refer to the Disability Services Policy and Funding Plan at [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

---

### How can the data be collected?

There are currently three options available for organisations to collect data.

**Option 1:** Using the QDC Tool software package

**Option 2:** Using an in-house system

**Option 3:** Using paper forms

Future option to consider:

The Client Service Relationship Information System for Service Providers (CRISSP) is being developed. CRISSP will not be released until 2006.

---

### Which data collection option should my organisation use?

When selecting a method for collecting data, your organisational work practice, and available computer resources should be considered.

***Use the QDC Tool if:***

Your organisation provides DHS activity types that require information about service users, services received and service type outlets

**and**

Your organisation has multiple service type outlets.

***Use an in-house system if:***

Your organisation already uses an information system to gather information and is able to modify the system according to the requirements in the QDC Data Transmission Specification

**and**

Your organisation provides DHS funded activity types that require information about service users, services received and service type outlets.

***Use paper forms if:***

Your organisation provides only activity types that require information about service type outlets (for example: 17024 Advocacy)

**or**

Your organisation only has one or two service users per quarter

**or**

Your organisation does not have easy access to a computer.

---

### What is the QDC Tool?

The QDC Tool is a software package that DHS provides, at no cost, to agencies so that they can capture, collate and electronically transmit QDC information to DHS. Once a service user's demographic details are entered into this application, these details need only be updated each quarter. This reduces the administrative effort of collecting this information every time support is accessed.

---

### What is an in-house system?

For those agencies with their own reporting system or those who would prefer to purchase a commercial software product the QDC Data Guide is available to ensure the data can be collected and the QDC Data Transmission Specification is available to help ensure that an in-house system will produce data consistent with QDC requirements.

---

**What are Paper forms?**

There are two types of paper forms:

- A Service Type Outlet Form (Pink Form), which must be completed for each service type outlet. This form contains details about staffing and operating patterns. Information from our records about your service type outlet is printed on the front of the form.
- A Service User Form (Yellow Form) needs to be completed for every service user receiving support at every service type outlet during the reporting period.

---

**How can I submit QDC data?**

If your organisation chooses to use the QDC Tool or an in-house system, then QDC data can be transmitted quarterly through the Secure Data Exchange (SDE) or alternatively, the data can be downloaded onto a disk or CD and posted to DHS.

For further information about the SDE, refer to the QDC Data Transmission Specification, page 44.

Paper forms should be posted quarterly to DHS in the reply paid envelope provided with the paper forms.

---

**When do I have to submit the data?**

Data must be submitted on a quarterly basis. The data must be received before the closure date of each quarter. The closure dates for the remainder of 2004-05 are: 7 October, 7 January and 7 April.

---

**How QDC data is used**

- QDC reports are sent to agencies on a quarterly basis and contain specific agency related information, such as the number of people receiving support and hours of support provided
- Informs planning for future services and funding
- Monitoring of the current system
- Indicates whether certain groups are accessing services as much as expected
- Performance reports to State and Commonwealth Government
- Statistical information to the Australian Institute of Health and Welfare (AIHW)

---

**For further information**

- QDC Training – regular training sessions are run on how to use the QDC Tool.
- QDC Quarterly Newsletter – contains updated information and handy hints on data collection.
- QDC Website – copies of the user guides, newsletters, training schedules and frequently asked questions can be downloaded from the website.
- QDC Helpdesk – the QDC Helpdesk is the main source of support for service providers.
- The Disability Services Policy and Funding Plan 2003-06 – outlines Disability Service's funded activities and lists standards and monitoring requirements for each.

The key documents that will assist service providers with the QDC data collection and reporting requirements are the:

- QDC Data Guide – provides detailed information about which data items need to be collected
- QDC User Guide QDC – provides a step-by-step guide to loading the QDC Tool and detailed instructions on how to use the software
- QDC Data Transmission Specification – outlines the data structure for transmitting files to the department

## Where do I get help?

**Address:** QDC  
Department of Human Services  
Disability Services Division  
Level 19A 555 Collins Street  
Melbourne VIC 3000

**Website:** [www.dhs.vic.gov.au/qdc](http://www.dhs.vic.gov.au/qdc)

- Frequently Asked Questions (FAQs)
- Downloadable Documents

**QDC Helpdesk** Phone: 1800 352 561  
Fax: (03) 9616 7272  
Email: [QDChelp@dhs.vic.gov.au](mailto:QDChelp@dhs.vic.gov.au)

The QDC Helpdesk is available from  
9:00 am to 5:00 pm, Monday to Friday.