

Guide to the OSR Online Form (2018-19) in the Health Data Portal

Section 1- Organisation Profile

Physical Location

Physical Location		Update Address
Organisation Name	Yulu-Burri-Ba Aboriginal Corporation for Community Health	
Address Line 1		
Address Line 2		
Suburb		
State	Queensland	
Post Code		

PURPOSE: The information displayed here is populated from your organisation record in the Health Data Portal, and ensures that the Department of Health and the AIHW have up-to-date location information for all organisations. The information is also used to assign remoteness categories to health services. If the location information is incorrect, you can ask for it to be updated.

Accreditation

Accreditation	
Does your organisation have current clinical RACGP standards accreditation? <input checked="" type="radio"/> Yes <input type="radio"/> No	
What is the name of the accreditation agency and accreditation expiry date?	
Name	
Expiry Date	
Does your organisation have current organisational accreditation (QIC/ISO/ACHS)? <input checked="" type="radio"/> Yes <input type="radio"/> No	
What is the type of accreditation, name of the accreditation agency and accreditation expiry date?	
Type	Select Value
Name	
Expiry Date	

PURPOSE: The information collected may be used for the following purpose:

- To inform national reporting to demonstrate the proportion of services that have achieved appropriate accreditation. The embedding of Continuous Quality Improvement (CQI) processes and the achievement of appropriate formal quality accreditation are recognised as key comprehensive primary health care activities

Reporting

Reporting	
Who is your organisation's contact for OSR reporting?	
<div>Stuart Dunn</div>	
First Name	Stuart
Last Name	Dunn
Email Address	Stuart.Dunn@health.gov.au
Phone	(02) 6289 8888
Mobile	(0402) 088 755
Current User Status	Active

PURPOSE: In this section you nominate the best contact person for your health service for OSR reporting. The dropdown list shows all the registered Portal users for the organisation. The AIHW and the Department of Health may use this information to contact this person regarding your OSR data if needed.

Governance Model

Governance	Update Governance Model
Governance Model	Aboriginal - Community Controlled Health Service

PURPOSE: The information displayed here is populated from your organisation's profile in the Health Data Portal. If the governance model information is incorrect, you can ask for it to be updated.

DEFINITION: Aboriginal Community Controlled Health Organisation

- Aboriginal Community Controlled Health Organisations are primary health care services operated by local Aboriginal and Torres Strait Islander communities through an elected board of management to deliver comprehensive and culturally appropriate health care to communities.

Smoke Free Workplace

Smoke Free Workplace	
Is your organisation a smoke-free workplace or implementing smoke-free policies?	<input type="radio"/> Yes <input type="radio"/> No
Do all staff have access to smoking cessation resources, services and materials to support their own cessation attempts?	<input type="radio"/> Yes <input type="radio"/> No

PURPOSE: The Smoke Free Workplace section asks you to provide information regarding the "smoke free" status of your organisation

Section 2- Clinical Services Activity Profile

Clinical Services are those services delivered to individual clients and/or families, in both clinic and home/community settings, including treatment, prevention and early detection, rehabilitation and recovery, and clinical support systems.

PURPOSE: This section provides a basic measure of activity and volume of services delivered. These questions have been used in the OSR for many years and can provide a long term time series. The data collected can provide measures of effort and service load by provider type and for transport.

Good clinical practice requires that a service's medical records be reviewed regularly and records of deceased clients, clients who have migrated from the area, and any other clients who have become 'inactive' should be archived.

For all questions requiring quantitative data on client counts or activity, include clients who died, or who have migrated out of the area or whose records are archived at the reporting date, but who had recorded contact with the organisation during the reporting period.

Episodes of Care

ACTIVITY PROFILE **Episodes of care** ⚡ Zero Blank Cells

How many Episodes of Care were provided by your organisation during the period?

	Male clients	Female clients	Gender not recorded	Total
Aboriginal and Torres Strait Islander clients	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>
Non-Aboriginal and Torres Strait Islander clients	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>
Aboriginal and Torres Strait Islander status of clients unknown	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>
TOTAL	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Are the Episode of Care figures an estimate only? ☒ Yes ☐ No

What is the basis for the estimate?

4000 characters remaining.

DEFINITIONS: An episode of care is a contact between an individual client and service, with one or more staff, to provide health care (e.g. for sickness, injury, counselling, health education, screening) within one calendar day. All contacts on the one day are treated holistically as one episode of care.

For example:

- If a patient came to the service and is seen by an Aboriginal Health Worker (AHW) and nurse this counts as one episode of care.
- If a person has a wound treated one day and then has the dressing changed the

following day, this counts as two episodes of care.

Include:

- Health care provided through all sources of funding (e.g. IHD, State government etc.);
- Health care provided through the health service where the staff are volunteers or funded by another organisation;
- Outreach (care delivered at outstation visits, park clinics, satellite clinics etc.);
- Care delivered over the phone which results in an update to the patient's individual record;
- Transport only if it also involves direct provision of health care/information by your staff;
- Care delivered to visitors or transients;
- Telephone-clinical contact with clients that is of a clinical nature;
- Hospital contact with clients when they are in hospital;
- Other clinical consultation in 'other' location (such as tents/car/under a tree, etc).

Do not include:

- Residential care
 - Groups (e.g. antenatal classes, men's groups, support groups)
 - Administration contacts with clients (e.g. receptionist making a booking, arranging transport to a hospital clinic)
- For family / relationship counselling, only include clients who have their own record or file, even if seen as a couple or family group.
- If the gender of the patients has not been recorded indicate this number in the "Not Recorded" column provided.
- **Transport.** Example: If a man is driven to the health service to take part in a diabetes support group and then driven to the local hospital for a specialist output clinic appointment, this is not recorded as an episode of care. This should be recorded as two transport contacts in the Client Contacts section
- **Estimation:** If accurate data are not available for the full year, please estimate based on a representative part of the year. For example, if figures can be derived for three months, then multiply these counts by four to get estimates for the year. Organisations are asked to indicate the basis for any estimates used.

Client Contacts

ACTIVITY PROFILE		Client contacts									Zero Blank Cells	
How many client contacts were made by each type of worker from the organisation during the period?												
	Aboriginal and Torres Strait Islander			Non-Aboriginal and Torres Strait Islander			Status not recorded			Total		
	M	F	U/N	M	F	U/N	M	F	U/N			
Aboriginal and Torres Strait Islander Health Worker (ATSIHW) (*ATSIHW providing transport without providing health care should be shown in 'Transport' below)	0	0	0	0	0	0	0	0	0	0		
Aboriginal and Torres Strait Islander Health Practitioner	0	0	0	0	0	0	0	0	0	0		
Doctor - General Practitioner	0	0	0	0	0	0	0	0	0	0		
Nurses	0	0	0	0	0	0	0	0	0	0		
Midwives	0	0	0	0	0	0	0	0	0	0		
Substance misuse / Drug and alcohol worker	0	0	0	0	0	0	0	0	0	0		
Tobacco worker / Coordinator	0	0	0	0	0	0	0	0	0	0		
Dentists / Dental therapists	0	0	0	0	0	0	0	0	0	0		
Dental support (e.g. dental assistant / dental technician)	0	0	0	0	0	0	0	0	0	0		
Sexual health worker	0	0	0	0	0	0	0	0	0	0		

Traditional healer	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Other health / Clinical staff	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
	Aboriginal and Torres Strait Islander			Non-Aboriginal and Torres Strait Islander			Status not recorded			Total
	M	F	U/N	M	F	U/N	M	F	U/N	
Transport (e.g. ATSIHW / Field officer / Driver contacts) • taking clients to health professionals who DO NOT work for this organisation NOTE: Transport contacts are not included in episodes of care	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Transport (e.g. ATSIHW / Field officer / Driver contacts) • taking clients to health professionals who DO work for this organisation NOTE: Transport contacts are not included in episodes of care	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Medical specialists										
	Aboriginal and Torres Strait Islander			Non-Aboriginal and Torres Strait Islander			Status not recorded			Total
	M	F	U/N	M	F	U/N	M	F	U/N	
Paediatrician	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Endocrinologist	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Ophthalmologist	0	0	0	0	0	0	0	0	0	0
Obstetrician / Gynaecologist	0	0	0	0	0	0	0	0	0	0
Ear nose and throat specialist	0	0	0	0	0	0	0	0	0	0
Cardiologist	0	0	0	0	0	0	0	0	0	0
Renal Medicine specialist	0	0	0	0	0	0	0	0	0	0
Psychiatrist / Psychiatric register	0	0	0	0	0	0	0	0	0	0
Dermatologist	0	0	0	0	0	0	0	0	0	0
Surgeon	0	0	0	0	0	0	0	0	0	0
Specialist other or not specified	0	0	0	0	0	0	0	0	0	0
Social & Emotional Well-Being staff / Counsellors										
	Aboriginal and Torres Strait Islander			Non-Aboriginal and Torres Strait Islander			Status not recorded			Total
	M	F	U/N	M	F	U/N	M	F	U/N	
Psychologist	0	0	0	0	0	0	0	0	0	0
Counsellor	0	0	0	0	0	0	0	0	0	0
Social worker	0	0	0	0	0	0	0	0	0	0
Welfare worker	0	0	0	0	0	0	0	0	0	0

SEWB staff – Link Up caseworker	0	0	0	0	0	0	0	0	0	0
SEWB staff other or not specified	0	0	0	0	0	0	0	0	0	0
Allied health professionals										
	Aboriginal and Torres Strait Islander			Non-Aboriginal and Torres Strait Islander			Status not recorded			Total
	M	F	U/N	M	F	U/N	M	F	U/N	
Audiologist / Audiometrist	0	0	0	0	0	0	0	0	0	0
Diabetes educator	0	0	0	0	0	0	0	0	0	0
Dietician	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	0	0	0	0	0	0	0	0
Pharmacist	0	0	0	0	0	0	0	0	0	0
Physiotherapist	0	0	0	0	0	0	0	0	0	0
Podiatrist	0	0	0	0	0	0	0	0	0	0
Speech pathologist	0	0	0	0	0	0	0	0	0	0
Allied health other or not specified	0	0	0	0	0	0	0	0	0	0
Total of all Client Contacts (excl Transport)	0	0	0	0	0	0	0	0	0	0
Total of all Client Contacts	0	0	0	0	0	0	0	0	0	0

DEFINITION: The count of the number of client contacts with health workers from your organisation during the period 1 July 2018 to 30 June 2019.

Include:

- Contacts with staff and visiting health professionals whether or not paid by your service;
- All contacts involving transport;
- Ensure all staff listed in Client contacts are also recorded in questions relating to Workforce (see Workforce section)

Do not include:

- Those contacts solely part of a group or health promotional activity;
- Residential care;
- Administrative contacts (e.g. the receptionist making an appointment for a client).

Where an Aboriginal Health Worker (AHW) provides health care and transport as part of the one contact, record this as an AHW contact.

U/N: Unknown

Client Numbers

ACTIVITY PROFILE

Client numbers

Zero Blank Cells

How many individual clients were seen by your organisation during the period?

	Male clients	Female clients	Gender not recorded	Total
Aboriginal and Torres Strait Islander clients				0
Non-Aboriginal and Torres Strait Islander clients				0
Aboriginal and Torres Strait Islander status of clients unknown				0
TOTAL	0	0	0	0

Are the client number figures an estimate only? ☒ Yes ☐ No

What is the basis for the estimate?

4000 characters remaining.

DEFINITION: The count of how many individual clients received health care from staff or visiting health professionals at your organisation during the period 1 July 2018 to 30 June 2019. Count each client once only, no matter how many times they attended.

Include:

- Visitors and transients

Do not include:

- A client if they only attended groups and did not receive any individual care during the year;
- A client if they were transported but did not receive any individual care during the year.

- For family groups, only count people who have their own file / record.
- Estimate numbers if accurate figures are not available

Section 3- Workforce Profile

PURPOSE: Data captured with the workforce questions 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 data on the number of FTE by staff function which may help identify gaps in service capability by geographic area.
- It provides data 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 Health Data Portal OSR form includes an FTE calculator.

The screenshot shows a web-based FTE Calculator. At the top, there are input fields with values 0.8, 0.80, and 0.80. Below these is a modal window titled "FTE Calculator". Inside the modal, the input is "30.00" hours "per" "Week", resulting in "0.80" FTE. Below the calculation, it states "Calculation based upon 37.5 hours in a week" and has an "Apply" button.

The calculator can be configured to suit your health service's standard working hours.

The screenshot shows the "FTE Calculator" configuration interface. At the top, there is a calculation bar showing "0.00" hours "per" "Day" equals "0.00" FTE. Below this is a text prompt: "Enter a value to calculate an FTE equivalent value for a staff member" and an "Apply" button. The main section is titled "Configuration" and contains a table of settings for different time periods. At the bottom, there are "Reset" and "Save Configuration" buttons.

Configuration					
Hours per day	7.50	Hours per week	37.50	Hours per fortnight	75.00
Hours per month	150.00	Hours per year	1,800.00	Days per week	5.00
Days per fortnight	10.00	Days per month	20.00	Days per year	240.00
Weeks per fortnight	2.00	Weeks per month	4.00	Weeks per year	48.00
Fortnights per month	2.00	Fortnights per year	24.00	Months per year	12.00

For how many full-time equivalent (FTE) positions did your organisation pay the wages/ salaries/ fees as at 30 June 2019?

Workforce Profile ⚡ Zero Blank Cells			
For how many full-time equivalent (FTE) positions did your organisation pay the wages/ salaries/ fees as at 30 June 2019?			
General and other staff			
Role / function	Number of FTE		
	Aboriginal and Torres Strait Islander	Other	Total
CEO	<input type="text" value="1"/>	<input type="text"/>	0.00
Managers / Supervisors	<input type="text"/>	<input type="text"/>	0.00
Drivers / Field officers	<input type="text"/>	<input type="text"/>	0.00
Finance and accounting staff	<input type="text"/>	<input type="text"/>	0.00
Administrative and clerical staff	<input type="text"/>	<input type="text"/>	0.00
IT and data management staff	<input type="text"/>	<input type="text"/>	0.00
Cleaners / Security / Other support staff	<input type="text"/>	<input type="text"/>	0.00
Administrative / Support trainees	<input type="text"/>	<input type="text"/>	0.00
Sub Total	0.00	0.00	0.00

Health professionals / Workers			
Role / function	Number of FTE		
	Aboriginal and Torres Strait Islander	Other	Total
Aboriginal and Torres Strait Islander Health Worker - male	<input type="text"/>	<input type="text"/>	0.00
Aboriginal and Torres Strait Islander Health Worker - female	<input type="text"/>	<input type="text"/>	0.00
Aboriginal and Torres Strait Islander Health Practitioner	<input type="text"/>	<input type="text"/>	0.00
Doctor - General Practitioner	<input type="text"/>	<input type="text"/>	0.00
Nurses	<input type="text"/>	<input type="text"/>	0.00
Midwives	<input type="text"/>	<input type="text"/>	0.00
Substance misuse / Drug and alcohol worker	<input type="text"/>	<input type="text"/>	0.00
Tobacco worker / Coordinator	<input type="text"/>	<input type="text"/>	0.00
Dentists / Dental therapists	<input type="text"/>	<input type="text"/>	0.00
Dental support (e.g. dental assistant, dental technician)	<input type="text"/>	<input type="text"/>	0.00
Sexual health worker	<input type="text"/>	<input type="text"/>	0.00
Outreach worker	<input type="text"/>	<input type="text"/>	0.00
Traditional healer	<input type="text"/>	<input type="text"/>	0.00

Include:

- Health and related administrative positions where your organisation pays the wages/salary/fees through all sources of funding (e.g. Medicare, Department of Health, State/ Territory Government)
- Short term and recurrent positions
- Contract workers paid by your service

Do not include:















- Visiting health professionals where payments are not made by your health service. These are reported separately below
- Staff located at your service who are part of other programs (e.g. housing, employment, HACC, child care)

Ensure that all staff recorded in this question that have contact with individual clients have their client contacts recorded in the Clinical Services Activity Profile section, using the same staff categories.

Records the number of occupied full time equivalent (FTE) position, by their role, paid for by your health service as at 30 June 2019. Visiting health professionals where payments are not made by your organisation and vacant positions are each reported separately below.

How many other people (FTE) worked at your organisation who were not paid by your organisation during the year ending 30 June 2019?

How many other people (FTE) worked at your organisation who were not paid by your organisation during the year ending 30 June 2019?	
General and other staff	
Role / function	Number of FTE
CEO	<input type="text"/>
Managers / Supervisors	<input type="text"/>
Drivers / Field officers	<input type="text"/>
Finance and accounting staff	<input type="text"/>
Administrative and clerical staff	<input type="text"/>
IT and data management staff	<input type="text"/>
Cleaners / Security / Other support staff	<input type="text"/>
Administrative / Support trainees	<input type="text"/>
Sub Total	0.00

Health professionals / Workers	
Role / function	Number of FTE
Aboriginal and Torres Strait Islander Health Worker - male	<input type="text"/> 
Aboriginal and Torres Strait Islander Health Worker - female	<input type="text"/> 
Aboriginal and Torres Strait Islander Health Practitioner	<input type="text"/> 
Doctor - General Practitioner	<input type="text"/> 
Nurses	<input type="text"/> 
Midwives	<input type="text"/> 
Substance misuse / Drug and alcohol worker	<input type="text"/> 
Tobacco worker / Coordinator	<input type="text"/> 
Dentists / Dental therapists	<input type="text"/> 
Dental support (e.g. dental assistant, dental technician)	<input type="text"/> 
Sexual health worker	<input type="text"/> 
Outreach worker	<input type="text"/> 
Traditional healer	<input type="text"/> 
Environmental health worker / Officer	<input type="text"/> 
Sub Total	0.00

Please ensure all staff listed here who see individual clients have their contacts recorded in the Clinical Services Activity Profile section. If the corresponding contact data has not been electronically extracted from your system then you will need to manually enter the data.

Record here staff who have provided health/clinical services for your organisation and who have NOT been paid directly or indirectly by your organisation. This may include such cases as specialists funded through a visiting specialist scheme or dentists from a university dental school.

Include:

- Visiting health professionals where payments are not made by your health service.

Do not include:

- Health and related administrative positions where your health service pays the wages/salary/fees through all sources of funding (e.g. Medicare, Department of Health, State/ Territory Government)- these are reported separately above

Does your organisation have any vacant staff positions as at 30 June 2019?

Does your organisation have any vacant staff positions as at 30 June 2019?

☒ Yes
 ☐ No

Vacant Staff Positions

Role / function	Number of FTE	Weeks vacant as at 30 June 2019
Health professionals / Workers		
<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> Doctor - General Practitioner ▼ </div>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> 1 ✎ </div>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> 10 </div>
<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> Midwives ▼ </div>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> 0.5 ✎ </div>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> 7 </div>
Sub Total	1.50	17.00

+ Add

PURPOSE: Record in this question funded positions that were vacant as at 30 June 2019 and were not filled by another person. For each vacant position, record the FTE equivalent and for how many weeks the position has been vacant. The intent of this question is to record positions vacant that could have an impact on your capacity to deliver clinical services. It is not necessary to record vacant minor clerical and support positions.

Section 4- Data Sharing Consent

Data Sharing Consent

⚡ Zero Blank Cells

Do you agree to share your finalised processed OSR data with National Aboriginal Community Controlled Health Organisation (NACCHO) for the purpose of policy development, research and summary feedback and support to organisations?

☐ Yes ☐ No

Do you agree to share your finalised processed OSR data with Queensland Aboriginal and Islander Health Council (QAIHC) for the purpose of policy development, research and summary feedback and support to organisations?

☐ Yes ☐ No

The information provided for the OSR is collected under the terms of the funding agreements between Health Services and the Commonwealth. Authorised Department users will be able to view finalised data reported by Health Services, once this data has been authorised for release by the Health Service CEO (or delegate with the Approver role) and submitted to the Australian Institute Health and Welfare (AIHW).

PURPOSE: The Data Sharing Consent screen contains two important data sharing questions. The responses will determine whether or not your health service's finalised data can be shared with NACCHO and/or the relevant Sector Support Affiliate organisation (note that the example shown in the screen shot is for a Queensland-based organisation).