

Queensland Community  
Support Scheme

**OUTCOME MEASUREMENT  
SYSTEM TECHNICAL  
SPECIFICATION**

Version 2

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# 1 Introduction

The Outcome Measurement System (OMS) Technical Specification provides the data elements and reporting framework for Queensland Community Support Scheme (QCSS) funded organisations to accurately report performance information about the service users receiving funded supports and the nature and quantum of supports delivered.

This manual provides:

- detailed definitions, formats and code values for each of the data elements that are required to be reported in the OMS
- definitions of data elements and concepts that are not to be reported in the OMS, but enable the derivation of reportable data elements and therefore require a clear definition.

At times, the department will review the scheme and update this manual. The current version is available on the [Department website](#). Any queries regarding delivery of supports, funding or reporting should be directed to your Contract Manager.

This document should be read in conjunction with:

- The Queensland Community Support Scheme Practice Manual
- Your organisation's Service Agreement. If there is a discrepancy between the two documents, the Service Agreement takes precedence.

For the QCSS Access Point only, this document should also be read in conjunction with the Queensland Community Support Scheme Access Point Operations Manual.

## 2 Overview of OMS

### 2.1 Objectives of OMS

The objectives of the Outcome Measurement System (OMS) are:

- to facilitate the collection of performance data for organisations and service outlets funded by QCSS
- to provide QCSS with the data required for policy development, strategic planning and performance monitoring against agreed output/outcome criteria
- to assist QCSS funded organisations to provide high quality supports to their service users by facilitating improvements in the internal management of QCSS funded service delivery
- to enable QCSS contract management to analyse and manage contracted service delivery against actual service delivery.

### 2.2 Who needs to collect and submit OMS?

All QCSS funded service outlets and the QCSS Access Point must collect and submit OMS.

### 2.3 Who are service users for OMS purposes?

For the QCSS Access Point, service users are people who:

- meet the eligibility criteria for receiving QCSS funded supports
- have received a functional assessment or review from the QCSS Access Point.

For service outlets, service users are people who have been referred to the service outlet by the QCSS Access Point for service delivery and the service outlet has accepted the referral.

## 2.4 What information is collected in OMS?

The OMS is a set of data elements about service users and the supports provided to them during the reporting period.

All service user's personal data is de-identified to protect the privacy of the service user. Any future changes to this requirement will result in a revision of this manual and formal notification to QCSS funded service outlets and the QCSS Access Point.

Information is collected using the following data elements:

- information about the service user (service user personal details and circumstance)
- information about the QCSS service episode
- information about QCSS outputs (QCSS supports provided to the service user during the QCSS service episode).

The Department may also request suppliers to provide identified service user information, with consent, to enable the Department to communicate directly with service users.

## 2.5 OMS reportable support outputs

Queensland Community Support Scheme purchases 3 different service types

- Direct Care and Support
- Community Connection Supports
- Information, Assessment and Referral (QCSS Access Point only).

Refer QCSS Practice Manual Section 2 for definitions of support outputs.

All outputs for QCSS funded supports are recorded in hours.

Where the service outlet has provided no supports of a given service type to the service user within the reporting period, the amount of supports should be reported as zero.

## 2.6 Collecting OMS

The QCSS funded service outlet's organisation is responsible for managing the recording and reporting of QCSS service delivery activity and outcomes.

The OMS only describes those activities of a QCSS funded service outlet that are directly related to identifiable service users who receive QCSS funded supports from the service outlet. As such, the OMS does not describe all activities of a funded service outlet but it is assumed that the support reported in a OMS collection by a service outlet accounts for all expenditure of QCSS funds by the service outlet.

Where QCSS funded service outlets are unable to provide the required supports to a service user they may sub-contract or broker the provision of supports to another organisation. When this occurs, the QCSS funded service outlet remains responsible for reporting the details of the supports provided by the other organisation. Refer QCSS Practice Manual, Section 4.

## 2.7 Reporting OMS

Service outlets that receive funding for QCSS support provision are required to collect OMS data for submission to the department on a quarterly basis via the department's Supplier Portal.

Each service outlet is required to report OMS using an OMS ID provided in the Service Agreement. Multiple service outlets cannot report under a single OMS ID. These OMS IDs are vital in reporting OMS data against individual service outlets.

Each reporting quarter is identified by a collection Identifier code, which is mandatory in reporting QCSS- OMS data.

Where relevant, numeric codes will be used for the reporting of data elements. Alpha numeric codes are provided for cross-reference to the Commonwealth reporting requirements.

Service outlets with no QCSS funded supports delivered in a reporting period are required to submit a “zero” OMS.

## 2.8 Accuracy of OMS information

Organisations are responsible for ensuring the accuracy of the OMS information submitted by their service outlets.

On submission of OMS information, the department will perform validation, where possible, to ensure that OMS files are submitted in the correct format and that the information submitted in the files is complete.

Any errors identified during this validation process will result in the OMS file submission, or part thereof, being rejected and returned to the service outlet for correction and re-submission.

## 2.9 Reporting Periods

OMS data is reported in four quarterly periods each financial year

As per the Terms and Conditions of the Service Agreement, OMS must be submitted via the department’s Supplier Portal by the 28th day of the month following the reporting period.

Service Delivery Period	Reporting Opens	Submission Required By
1 Jul to 30 Sept	1 Jul	28 Oct
1 Oct to 31 Dec	1 Oct	28 Jan
1 Jan to 31 Mar	1 Jan	28 Apr
1 Apr to 30 Jun	1 Apr	28 Jul

## 3 Information about the service user – personal details

### 3.1 Letters of name – Given name, Last name/surname

**Definition:** *Letters of name* is a selected set of letters from a service user’s legal Given name and Last name/surname required to support the de-identified reporting of service user information in the OMS.

*Letters of name*, together with *Date of birth* and *Gender* are used to create the statistical linkage key (SLK). Only the *Letters of name* is reported to protect the service user’s privacy.

*First given name* is the service user’s Given name that precedes their *Last name/surname*.

#### Recording this element:

Report this element for all service users.

The provision of these selected letters is necessary for the linkage of QCSS person records for statistical purposes only. As such it is important that service outlets have consistent processes for recording names.

Record the *first given name* and *Last name/surname* as it appears on legal or formal identification documents, e.g. Medicare card, Birth Certificate, Passport, Centrelink.

*First given name* and *Last name/surname* is not:

- the person’s preferred name or nickname
- an Indigenous person’s names as changed during periods of mourning.

*Letters of name* is generally generated automatically by software used by the service outlet, but if manual records are kept use the following procedure:

1. combine the 2nd, 3rd and 5th letters of the person’s *Last name/surname* with the 2nd and 3rd letters of the person’s *First given name*  
Non-alphabetic characters E.g. hyphens (as in Lee-Archer), apostrophes (as in O’Mara), or blank spaces (as in Eu Jin) should be ignored when counting the position of each character
2. if a person’s *Last name/surname* is less than 5 letters and/or the *First given name* is less than 3 letters, a number ‘2’ should be used to substitute any missing characters in the *Letters of name*
3. if a person’s *Last name/surname* and/or the *First given name* is missing altogether substitute 2s for the three spaces associated with the last name/surname and/or the two spaces associated with the first given name.

For example:

- if the person’s *Last name/surname* is JOLIE-PITT and *First given name* is ANGIE then the *Letters of name* should be reported as **OLENG**
- if the person’s *Last name/surname* is O’BRIEN and *First given name* is LI then the *Letters of name* should be reported as **BREI2**
- if the person’s *Last name/surname* is HUA and *First given name* is JO then the *Letters of name* should be reported as **UA2O2**
- if the person’s *Last name/surname* is SMITH and *First given name* is unknown then the *Letters of name* should be reported as **MIH22**
- if the person’s *Last name/surname* is unknown and *First given name* is AMANDA then the *Letters of name* should be reported as **222MA**.

## 3.2 Date of birth

**Definition:** The *Date of birth* is the date on which the service user was born. It is required for demographic analysis of patterns of service utilisation in the QCSS.

*Date of birth*, together with *Letters of name* and *Gender* are used to create the statistical linkage key (SLK).

### Reporting this element:

Report this element for all service users.

The *Date of birth* is the recorded date on which the service user is born. It is important to record the Date of birth as accurately as possible as it is part of the SLK.

Dates should be reported as an eight-digit number in the following format: **yyyy/mm/dd**, e.g. **3rd July 1905** is reported as **1905/07/03**. Year should always be recorded in its full four-digit format. For days and months with a numeric value of less than 10, service outlets should use zeros to ensure that the date contains the required eight-digits.

Where the service user does not know their date of birth or does not disclose it, the date of birth should be estimated as:

- if the age of the service user is known, the age of the service user should be used to derive the service user's year of birth
- if the service user's age is not known, an estimate of the service user's age should be used to calculate an estimated year of birth.

Once the service user's year of birth has been estimated, the day and month are set as 1st January. Therefore, the estimated date of birth is set as; **1st January estimated year of birth** (e.g. if the year of birth is estimated as 1975, the date of birth is reported as **1975/01/01**).

It is important that service outlets do not record estimated dates of birth by using '00' for the day, month or year as this would not be considered a valid date by the system processing the data.

Date of birth	Description
Known age	The age of service user should be used to derive the service user's year of birth.
Unknown age	An estimate of the service user's age should be used to calculate an estimated year of birth.
Known year of birth	Convert the date of birth with estimated day and month with actual year.
Unknown year of birth	Convert the date of birth with estimated day and month with estimated year.

If date of birth is estimated, the *Date of birth estimate flag* should be recorded as "Estimated".



### 3.3 Date of birth estimate flag

**Definition:** The *Date of birth estimate flag* records whether or not the service user's date of birth has been estimated.

#### Reporting this element:

Report this element for all service users.

If the service user's date of birth has been estimated, due to it being partially known or unknown, the *Date of birth estimate flag* should be recorded as "Estimated".

Numeric Code	Alpha Numeric Code	QCSS Description
1	TRUE	Estimated
2	FALSE	Not estimated

### 3.4 Gender

**Definition:** The *Gender* of the service user is required for demographic analysis of service user patterns of service utilisation in the QCSS.

*Gender*, together with *Letters of name* and *Date of birth* are used to create the statistical linkage key (SLK).

#### Reporting this element:

Australian Institute of Health and Welfare (AIHW) standard data collection definitions are used for recording this element.

"Intersex / Indeterminate" can be used in circumstances where a service user does not identify as male or female.

"Not stated or inadequately described" should only be used when the service user has not provided this information upon request.

Numeric Code	Alpha Numeric Code	QCSS Description
1	MALE	Male
2	FEMALE	Female
3	INTERSEX	Intersex / Indeterminate
99	NOTSTATED	Not stated or inadequately described  <i>Only use this code if it is not possible to find out from the service user their gender or to make an informed judgement about it.</i>

### 3.5 Country of birth

**Definition:** *Country of birth* refers to the specific country in which the service user was born.

#### Reporting this element:

For OMS, a 4-digit code is used to report *Country of birth*.

This information does not change. Once you have recorded it, there is no need to alter it. If the *Country of birth* cannot be identified by the service user, the code to use is 9999.

The valid list of values for the service user's *Country of birth* is based on the Australian Bureau of Statistics [Standard Australian Classification of Countries \(SACC\), 2016](#)

### 3.6 Main language spoken at home

**Definition:** The *Main language spoken at home* is the language spoken by the service user to communicate with family and friends.

#### Reporting this element:

For OMS a 4-digit code is used to report *Main language spoken at home*.

If the service user's language is not one of those listed, then record "0000". For non-verbal and makes use of sign language for communication, record "9700".

The valid list of values for the service user's *Main language spoken at home* is based on the Australian Bureau of Statistics [Australian Standard Classification of Languages \(ASCL\), 2016](#)

### 3.7 Indigenous Status

**Definition:** *Indigenous Status* states whether or not a service user identifies themselves as of Aboriginal and/or Torres Strait Islander origin.

#### Reporting this element:

Report this element for all service users. Australian Institute of Health and Welfare (AIHW) standard data collection definitions are used for recording this element.

Where a service user chooses not to disclose their Indigenous status, it is acceptable to record 'No' or 'Not stated/Inadequately described'.

Numeric Code	Alpha Numeric Code	QCSS Description
1	ABORIGINAL	Aboriginal but not Torres Strait Islander origin
2	TSI	Torres Strait Islander but not Aboriginal origin
3	BOTH	Both Aboriginal and Torres Strait Islander origin
4	NO	Neither Aboriginal nor Torres Strait Islander origin

Numeric Code	Alpha Numeric Code	QCSS Description
99	NOTSTATED	Not stated/inadequately described  <i>Only use this code if it is not possible to find out information about Indigenous status from the service user.</i>

## 4 Information about the service user – circumstances

### 4.1 Living arrangements

**Definition:** *Living arrangements* records whether the service user lives alone, or with family members or with other people.

#### Reporting this element:

Report this element for all service users.

This element should be used to record the living arrangements of the service user while receiving supports from the service outlet. If a service user's living arrangements change during the data collection period, report the most current knowledge of their living arrangements.

On occasion, difficulties can arise in deciding the living arrangements of a service user due to their type of accommodation (e.g. boarding houses, hostels, group homes, retirement villages, residential aged care facilities, etc.). In these circumstances the service user should be regarded as living alone, except in those instances in which they are sharing their own private space/room within the premises with a significant other (e.g. partner, sibling, close friend, etc.).

Numeric Code	Alpha Numeric Code	QCSS Description
1	SINGLE	Single service user living alone  <i>This code includes service users who live in their own room or unit in boarding houses, retirement villages, hostels or other group environment.</i>
2	FAMILY	Couple with dependent(s)
3	GROUP	Lives with related adults
4	SOLEPARENT	Sole parent with dependent(s)
5	COUPLE	Couple  <i>Includes de facto and same sex relationships</i>
6	GROUP2	Lives with unrelated adults
7	HOMELESS	Homeless/no household
99	NOTSTATED	Not stated/inadequately described  <i>Only use this code if it is not possible to find out the service user's living arrangements.</i>

## 4.2 Accommodation setting

**Definition:** *Accommodation setting* records the type of place in which the service user lives.

### Reporting this element:

Report this element for all service users.

This element should be used to record the living situation of the service user while receiving supports from the service outlet. If a service user's living situation changes during the data collection period, report the most current knowledge of their living situation.

Residence includes a wide range of dwelling types, such as houses, flats, units, caravans, mobile homes, boats, marinas, etc.

Numeric Code	Alpha Numeric Code	QCSS Description
1	CLIENTOWNED	Private residence – service user or family owned/purchasing  <i>Use this code if the service user lives in a residence owned/being purchased by another member of the household.</i>
2	PRIVATERENTAL	Private residence – private rental  <i>I.e. rented at market rates.</i>
3	PUBLICIRENTAL	Private residence – public rental  <i>Includes public authorities and community housing associations.</i>
4	LIVINGUNIT	Independent living unit
5	BOARDING	Boarding house
6	TRANSITION	Short-term crisis, emergency or transitional accommodation facility  <i>This code includes night shelters, refuges, or hostels for the homeless. This code also includes temporary shelter within an Aboriginal community. Use this code only if the service user has no other accommodation.</i>
7	SUPPORTED	Supported accommodation
8	INSTITUTION	Institutional setting  <i>Includes residential aged care facilities (hostels and nursing homes), and psychiatric/mental health Community Support Scheme facilities.</i>
9	PUBLICSHELTER	Public shelter
10	COMMUNITY	Indigenous community/settlement

Numeric Code	Alpha Numeric Code	QCSS Description
11	OTHER	Other  <i>Use this code if the service user's accommodation setting does not fit into any of the above. Also use this code for the service user's living in an extended care/rehabilitation facility, a palliative care facility/hospice or a hospital.</i>
99	NOTSTATED	Not stated/inadequately described  <i>Only use this code if it is not possible to find out the service user's accommodation type.</i>

### 4.3 Residency/visa status

**Definition:** *Residency/visa status* records whether or not the service user is considered an Australian resident and eligible for a Medicare Card, or is not eligible for a Medicare Card but holds a specialist visa.

**Reporting this element:**

Report this element for all service users.

Numeric Code	Alpha Numeric Code	QCSS Description
1	MEDICARE	The service user is an Australian Citizen or Permanent resident of Australia
2	VISA	The service user holds: <ul style="list-style-type: none"> <li>• a Special Category Visa (subclass 444) (SCV) and a current Australian Medicare Card; or</li> <li>• a Refugee or Humanitarian Visa</li> </ul>

## 4.4 Government pension/benefit status

**Definition:** *Government pension/benefit* records if the person receives a pension or other benefit from the Australian Government.

### Reporting this element:

If the person receives several forms of Australian Government support, record the main one. If the person has several forms of income, one of which is an *Australian Government pension or benefit*, then still record the relevant Australian Government pension.

Numeric Code	Alpha Numeric Code	QCSS Description
1	AGED	Aged Pension
2	DVA	Department of Veterans Affairs Pension
3	DISABILITY	Disability Support Pension
4	CARER	Carer Payment (Pension)
5	UNEMPLOYED	Unemployment related benefits
6	OTHER	Other Government pension or benefit  <i>Use this code if the service user receives a form of Australian Government support which is not listed (i.e. is not an Aged Pension, Veteran Affairs Pension, Disability Support Pension, Carer Payment/Pension, or unemployment related benefit).</i>
7	NOPENSION	No Government pension or benefit  <i>Use this code if the service user receives no Australian Government pension or benefits, or receives a pension from overseas (but no Australian pension). This is also the code to use with all self-funded retirees.</i>
99	NOTSTATED	Not stated/inadequately described  <i>Only use this code if it is not possible to find out the service user's pension/benefit status.</i>

## 4.5 Disability Indicator

**Definition:** *Disability Indicator* is used to indicate whether the service user has a self-identified disability, impairment or condition.

### Reporting this element:

Report this element for all service users.

When *Disability Indicator* is recorded as “true”, then a value must be reported for *Disability Code*.

When *Disability Indicator* is recorded as “false”, then a value is not required to be reported for *Disability Code*.

Numeric Code	Alpha Numeric Code	QCSS Description
1	TRUE	Has a self-reported disability, impairment or condition.
2	FALSE	Does not have a self-reported disability, impairment or condition; or not stated/inadequately described.

## 4.6 Disability Code

**Definition:** *Disability Code* is the type of self-identified disability, impairment or condition of the service user. A service user can identify as having more than one *Disability* (for example, physical/diverse and intellectual/learning).

### Reporting this element:

This element is only required to be reported when the *Disability Indicator* is “true”. This element may consist of one of more values; e.g. Chronic and Sensory.

If the *Disability Indicator* is false, then *Disability Code* must not be supplied.

Data about disability status is part of the standard demographic profile for service users of many government programs and is of particular importance to ensure targeting of support services.

Numeric Code	Alpha Numeric Code	QCSS Description
1	LEARNING	<b>Intellectual/learning</b> – associated with impairment of intellectual functions which limit a range of daily activities and restrict participation in a range of life areas (for example, but not limited to dyscalculia, dysgraphia, dyslexia).
2	PSYCHIATRIC	<b>Psychiatric</b> – associated with clinically recognisable symptoms and behaviour patterns frequently associated with distress that may impair personal functioning in normal social activity (for example, but not limited to; Asperger syndrome, attention deficit hyperactivity disorder, autism, behavioural disorders, bipolar, depression, eating disorders, epilepsy, manias, phobias, schizophrenia, somnias).



Numeric Code	Alpha Numeric Code	QCSS Description
3	SENSORY	<b>Sensory/speech</b> – including vision disability (blindness, vision impairment); hearing disability (deafness, hearing impairment that cause severe restrictions in communication); speech disability (speech loss, impairment which cause severe restrictions in communication).
4	PHYSICAL	<b>Physical/diverse</b> – associated with the presence of an impairment, which may have diverse effects within and among individuals, including effects on physical activities such as mobility. This grouping includes physical disability (for example; paraplegia, quadriplegia, muscular dystrophy, motor neurone disease, neuromuscular disorders, cerebral palsy, absence or deformities of limbs), acquired brain injury, neurological disability (including epilepsy, dementias, multiple sclerosis and Parkinson disease).
5	CHRONIC	<b>Chronic disease</b> – associated with chronic health conditions with co-morbidity including arthritis, asthma, back pain, cancer, cardiovascular disease, chronic obstructive pulmonary disease, diabetes and mental health conditions.
99	NOTSTATED	<b>Not stated/inadequately described</b>  <i>Only use this code if the service user has a disability (Disability Indicator = 1) but does not wish to state the details of the disability then, Disability Code will contain NOTSTATED</i>

## 4.7 Postal Address Australian State/Territory identifier

**Definition:** *Australian State/Territory identifier* records the State or Territory where the person lives.

### Reporting this element:

For each person, record the State or Territory code which corresponds to where they live whilst receiving supports from your Service Outlet.

Record where the person lives, and not where the Service Outlet is located, or where the person receives support.

The person's location information recorded under *Australian State/Territory identifier*, *Suburb/Town/ Locality* and *Postcode* should relate to the same place.

The codes listed below are the only accepted values for reporting *Australian State/Territory identifier* under the OMS.

Numeric Code	Alpha Numeric Code	QCSS Description
1	NSW	New South Wales
2	VIC	Victoria
3	QLD	Queensland
4	SA	South Australia

Numeric Code	Alpha Numeric Code	QCSS Description
5	WA	Western Australia
6	TAS	Tasmania
7	NT	Northern Territory
8	ACT	Australian Capital Territory
9	OT	Other Territories Cocos (Keeling) Islands, Christmas Island and Jervis Bay Territory  <i>Use this code if providing support to persons in one of the named "Other Territories".</i>

## 4.8 Suburb/town/locality

**Definition:** *Suburb/town/locality* records the geographic area in which the service user lives whilst receiving QCSS supports.

### Reporting this element:

The service outlet should record the name of the *suburb or town/city or locality* in which the service user lives while receiving supports from the service outlet. A *Suburb/Town/Locality* may be a town, city, suburb or commonly used location name such as a large agricultural property or Aboriginal community.

The service user's location information recorded under *Australian State/Territory identifier, Suburb/town/locality* and *Postcode* should relate to the same place.

The Australia Post postcode book, including suburbs, is constantly changing. Service outlets should use the most up-to-date postcode book available for the OMS reporting period. The [Australia Post Postcode website](#) contains up-to-date postcode information.

## 4.9 Postcode

**Definition:** *Postcode* records the postcode for the area in which the service user lives whilst receiving QCSS supports.

### Reporting this element:

The service outlet should record the postcode for the address at which the service user resides while receiving supports from the service outlet. The postcode should not relate to a postal address different from the physical address at which the service user is residing.

The service user's location information recorded under *Australian State/Territory identifier, Suburb/town/locality* and *Postcode* should relate to the same place.

The Australia Post postcode book is constantly changing. Service outlets should use the most up-to-date postcode book available for the OMS reporting period. The [Australia Post Postcode website](#) contains up-to-date postcode information.

## 4.10 Carer – existence of

**Definition:** *Carer – existence of* identifies whether a service user receives informal care support from another service user or not.

A Carer is a service user such as a family member, friend or neighbour, who provides regular and sustained care and support to another service user without payment other than a pension or benefit.

The definition excludes formal care services such as care or support provided by paid workers or volunteers arranged by formal services.

### Reporting this element:

Report this element for all service users.

The focus of this element is on the existence of informal arrangements with family members, friends and neighbours. This element does not reflect the number of carers, simply whether the service user has a carer or not.

A service user may have several informal carers who share the caring role. If informal care is provided by a single carer, or is shared between multiple carers, record code 1 (has a carer).

If the service user has no-one in the role of informal carer, record code 2 (has no carer).

Do not record the existence of a paid carer, such as a QCSS funded worker or a privately funded personal care worker, or a formally arranged volunteer carer.

Numeric Code	Alpha Numeric Code	QCSS Description
1	TRUE	Has a carer
2	FALSE	Has no carer

## 5 Information about the service episode

### 5.1 Source of referral

**Definition:** *Source of referral* identifies the service user or organisation that referred the service user to your agency.

**Reporting this element:**

Report this element for all service users.

**QCSS Access Point reporting:**

QCSS Access Point is required to report the *Source of Referral* that is related to the service user's most recent assessment by the QCSS Access Point.

**Service outlet reporting:**

All referrals to service outlets will be from the QCSS Access Point.

Numeric Code	Alpha Numeric Code	QCSS Description
1	SELF	Self <i>The service user has referred themselves to the QCSS.</i>
2	FAMILY	Family <i>The service user was referred to the QCSS by a family member.</i>
3	GP	General medical practitioner <i>The service user was referred to the QCSS by a GP.</i>
4	AGEDCARE	MyAged Care Gateway <i>Includes referrals from Residential Aged Care facilities.</i>
5	COMMUNITY	Community services agency <i>Includes referrals from Community nursing or health service and Neighbourhood Centres.</i>

Numeric Code	Alpha Numeric Code	QCSS Description
6	HEALTHAGENCY	Health agency  <i>Including referrals from:</i> <ul style="list-style-type: none"> <li>• Hospitals,</li> <li>• Psychiatric hospitals, and psychiatric wards and facilities within hospitals, as well as community-based mental health services and Community Support Scheme units for people with mental illness and psychosocial difficulties.</li> <li>• Aboriginal health service</li> <li>• Other medical/health service</li> <li>• Extended care/rehabilitation facility</li> <li>• Includes services and facilities specifically structured to provide palliative care in either community or institutional settings</li> </ul>
7	FRIENDS	Friends  <i>The service user was referred to the QCSS by a friend or neighbour.</i>
8	EDUCATIONAL	Educational agency
9	INTERNAL	Internal
10	EMPLOYMENT	Employment / job placement agency
11	CENTRELINK	Centrelink/Department of Human Services (DHS)
12	OTHERAGENCY	Other agency  <i>The service user was referred to the QCSS by another federal or state government agency including, 13QGOV, QGOV Online and QGSC.</i>
13	LINKAGE	NDIS Linkages Program  <i>The service user was referred to the QCSS by the NDIS Information, Linkages and Capacity Building (ILC) program.</i>
14	LEGAL	Legal agency  <i>Includes referrals from police and other law enforcement service outlets.</i>
15	OTHERPARTY	Other party  <i>Use this code if the source of referral does not fit into any of the categories listed above.</i>
16	LACREF	NDIS Local Area Coordinator referral
17	QCSSSP	Queensland Community Support Scheme service outlet  <i>The service user was referred by a QCSS service outlet.</i>
18	QCSSAP	Queensland Community Support Scheme QCSS Access Point.  <b><i>This code is ONLY applicable for use by service outlets.</i></b>

Numeric Code	Alpha Numeric Code	QCSS Description
99	NOTSTATED	Not stated/inadequately described  <i>Only use this code if it is not possible to find out the source of referral.</i>

## 5.2 Date of entry into the QCSS episode

**Definition:** The *Date of entry into the QCSS episode* identifies the date on which the service user started receiving QCSS funded supports.

### Reporting this element:

Report this element for all service users.

Date of entry into a QCSS episode is defined in terms of a period of support funded by the QCSS. It is essential in terms of program accountability to provide an indication of the intensity of supports provided by the QCSS and the length of stay within the scheme.

### QCSS Access Point reporting:

The *Date of entry into the QCSS episode* will be the date on which the service user first contacted the QCSS Access Point in relation to their most recent assessment that occurred:

- during the current reporting period
- in a previous reporting period; the service user was referred to a service outlet and the referral was only accepted in the current reporting period
- in a previous reporting period; the service user was placed on the waitlist and;
  - is still on the waitlist at the end of the current reporting period
  - was referred to a service outlet in the current reporting period.

### Service outlet reporting:

For service users who received QCSS funded supports from the service outlet, the *Date of entry into the QCSS episode* is the date on which the service outlet first contacted the service user in relation to their most recent service episode.

## 5.3 Date of exit from the QCSS episode

**Definition:** The *Date of exit from the QCSS episode* identifies the date on which the service user was discharged from the QCSS funded supports.

### Reporting this element:

Only report this element when the service user stopped receiving supports during the current reporting period.

*Date of exit from the QCSS episode* is defined in terms of an episode of support funded by the QCSS. It is essential in terms of program accountability to provide an indication of the intensity of supports provided by the QCSS and the length of stay within the scheme.

*Date of exit from the QCSS episode* (in conjunction with the associated *Date of entry into the QCSS episode*) gives some indication of length of stay of service users in the QCSS and the intensity of support provision.

If *Date of exit from the QCSS episode* is reported, report a *Main reason for cessation of supports*.

**QCSS Access Point reporting:**

For service users who received an assessment from the QCSS Access Point, the *Date of exit from the QCSS episode* will be the date on which the QCSS Access Point receives advice that the referral has been accepted by the service outlet.

The *Date of exit from the QCSS episode* will remain blank if, at the end of a reporting period:

- a referral has not yet been accepted by the service outlet
- a service user remains on the wait list.

**Service outlet reporting:**

For service users who ceased receiving supports from a service outlet during the reporting period, the *Date of exit from the QCSS episode* is the date on which the service user was discharged from the QCSS episode.

*Note:* If a service user was discharged from one QCSS episode and entered a second QCSS episode that is still on-going at the end of the reporting period, the *Date of exit from the QCSS episode* will be BEFORE the *Date of entry into the QCSS episode*.

The *Date of exit from the QCSS episode* will remain blank if, at the end of a reporting period, a service user is still receiving services from the service outlet.

## 5.4 Main reason for cessation of supports

**Definition:** The *Main reason for cessation of supports* states why a service user no longer receives QCSS funded supports.

**Reporting this element:**

Only report this element when *Date of exit from the QCSS episode* is reported. When a service user ceased to receive supports more than once during the reporting period, report the *Main reason for cessation of supports* related to the most recently ceased period of support.

Where the service user has ceased to receive supports for more than one reason, the main or primary reason for the cessation of service should be reported.

Numeric Code	Alpha Numeric Code	QCSS Description
1	NOLONGERASSIST	Service user can support themselves independently without QCSS funded supports  <i>Use this code if the service user no longer requires QCSS funded supports.</i>

Numeric Code	Alpha Numeric Code	QCSS Description
2	FORMALSUPPORT	<p>Service user's supports provided by other formal supports</p> <p><i>Use this code if the service user requires some formal support that is not covered by QCSS funding.</i></p> <p><i>For example, a service user's condition has improved and they no longer require Community Connection Supports but require formal support from other provider(s).</i></p>
3	CANNOTASSIST	<p>Service outlet is unable to continue to provide support to the service user</p> <p><i>For example, the service outlet has ceased to provide support to the service user because the service outlet no longer considers it safe for the service outlet's workers (or volunteers) to continue to support the service user.</i></p>
4	HIGHERASSISTANCE	<p>Service user now requires higher level of care</p> <p><i>Use this code if the service user now requires a higher level of support that is not covered by QCSS funding, e.g. HCP, NDIS, Residential aged care</i></p>
5	INFORMALSUPPORT	<p>Service user's supports provided by other informal supports</p> <p><i>Use this code if the service user no longer requires QCSS funded supports but does require some informal support from family or friends.</i></p> <p><i>For example, a service user's condition has improved and they no longer require Direct Care and Support but need informal support from other family members / friends.</i></p>
6	<b>THIS CODE IS NOT IN USE</b>	
7	MOVED	<p>Service user moved out of area</p> <p><i>Use this code if the service user ceased receiving services because their residential location has changed.</i></p>
8	QUITSERVICE	<p>Service user terminated service</p> <p><i>Use this code if the service user chooses to cease receiving supports from the service outlet or is removed from the waitlist prior to being referred for QCSS funded supports.</i></p>
9	DECEASED	<p>Service user has passed away.</p>



Numeric Code	Alpha Numeric Code	QCSS Description
10	REFACCEPT	<p>Referral Accepted</p> <p><i>Use this code when the QCSS Access Point has received advice from the service outlet that the referral has been accepted.</i></p> <p><b><i>This code is ONLY applicable to the QCSS Access Point.</i></b></p>
99	OTHER	<p>Other reason</p> <p><i>Use this code only if the primary reason for ceasing supports was not any of the above.</i></p>

## 5.5 Date of last update

**Definition:** The *Date of last update* identifies the last date on which an update was performed for a service user.

This is the date on which the:

- QCSS Access Point undertakes a functional assessment of the service user's situation and needs
- QCSS Access Point reviews the situation and needs of a service user placed on the waitlist
- Service outlet reviews the service user's Support Plan.

### Reporting this element:

Report the most recent *Date of last update* that occurred in the current, or an earlier, reporting period that is related to the current QCSS episode.

If no update has occurred that is related to the current QCSS episode, do not report a *Date of last update*.

### QCSS Access Point reporting:

QCSS Access Point check, and update if necessary, a service user's details when undertaking an assessment or review of their situation and needs when:

- a service user is referred to the QCSS Access Point
- the service user or their carer request a re-assessment
- at least every three months, if the service user is on the waitlist.

### Service outlet reporting:

Service outlets are advised to check, and update if necessary, a service user's details when undertaking a review of their Support Plan. Reviews of a service user's Support Plan should be conducted:

- at least every six months
- whenever the service user's situation or needs change substantially
- the service user or their carer request a review
- the service user ceases to receive QCSS funded services from the service outlet.

## 5.6 Outcome of last update

**Definition:** The *Outcome of last update* identifies the outcome of the service user's last update.

This is the outcome of the:

- QCSS Access Point's functional assessment of the service user's situation and needs, or
- QCSS Access Point's review of the situation and needs of a service user placed on the waitlist, or
- service outlet's review of the service user's Support Plan.

### Reporting this element:

Report the *Outcome of last update* that is related to the reported *Date of last update*.

The *Outcome of last update* will remain blank if there is no reported *Date of last update*.

Numeric Code	Alpha Numeric Code	QCSS Description
<b><i>The following codes are ONLY applicable for use by service outlets.</i></b>		
1	GOALSMET	Goals Met  <i>Use this code when a service user's goals have been met and the service user no longer requires QCSS funded supports.</i>
2	GOALSINPROG	Goals in Progress  <i>Use this code when a service user's goals remain the same and the service user requires ongoing supports.</i>
3	NEWGOALS	New Goals Set  <i>Use this code when (some of) a service user's goals have been met and new goals have been set for the service user's ongoing support requirements.</i>
<b><i>The following codes are ONLY applicable for use by the QCSS Access Point.</i></b>		
4	REFERRED	Service user has been referred to a service outlet for service delivery
5	WAITLISTED	Service user has been waitlisted as there is no service outlet capacity for service delivery
<b><i>The following code is applicable for use by BOTH service outlets AND the QCSS Access Point.</i></b>		
6	CEASESUPPORT	Cease providing supports  <i>Use this code when the service outlet can no longer support the service user and will cease providing supports to the service user, although the service user's goals may not met.</i>

## 5.7 QCSS service outlet referral

**Definition:** The *QCSS service outlet referral* identifies the QCSS funded service outlet that the QCSS Access Point has sent a referral to, for a service user to receive QCSS supports.

### Reporting this element:

***This element is ONLY applicable to the QCSS Access Point.***

This element is only applicable when a service user has been referred to a QCSS service outlet for supports in the current reporting period.

- If a subsequent referral needs to be made to a new service outlet due to the first service outlet rejecting the referral, the *QCSS service outlet referral* is updated to the service outlet that the QCSS Access Point makes the subsequent referral to. The most recent *QCSS service outlet referral* is reported.
- If a service user has been wait listed for supports, the *QCSS service outlet referral* will remain blank until capacity becomes available and a referral has been sent to a service outlet.

If at the end of the reporting period the service user has not yet been referred to a QCSS service outlet for supports, *QCSS service outlet referral* will remain blank.

QCSS service outlet	Description
Service outlet ID	The QCSS service outlet ID as provided by the Department and maintained by the QCSS Access Point

## 5.8 Required supports

**Definition:** The *Required supports* identifies the supports that the QCSS Access Point has determined, during assessment or review, the service user requires.

### Reporting this element:

***This element is ONLY applicable to the QCSS Access Point.***

This element is applicable when the QCSS Access Point has undertaken a functional assessment or review of the service user's situation and needs.

If at the end of the reporting period a functional assessment of the service user's situation and needs has not been completed, *Required supports* will remain blank.

Numeric Code	Alpha Numeric Code	QCSS Description
1	DIRECTCARE	Direct Care and Support  <i>Use this code when the service user requires Direct Care and Support only.</i>

Numeric Code	Alpha Numeric Code	QCSS Description
2	COMMUNITY	<p>Community Connection Supports</p> <p><i>Use this code when the service user requires Community Connection Supports only.</i></p>
3	BOTH	<p>Both Direct Care and Support and Community Connection Supports</p> <p><i>Use this code when the service user requires both Direct Care and Support and Community Connection Supports.</i></p>
4	NOTDETERMINED	<p>Supports not yet determined</p> <p><i>Use this code when the QCSS Access Point has not been able to determine the service user's required supports and has requested the service outlet, to whom the service user has been referred, to undertake the functional assessment to determine the service user's required supports.</i></p>

## 6 Information about the supports provided

The OMS requires you to report the activity and total amount of support a service user received during the reporting period. You are required to report a separate total for each of the supports provided by QCSS funding.

Service outlets will be required to report total amounts of the type of supports the service user has received in terms of *time* using whole hours, cumulative over the quarter.

### 6.1 Support types and activities – reportable activity

#### **QCSS Access Point reporting:**

QCSS Access Point is funded to provide one service type - Information, Assessment and Referral.

When determining the amount of support to be reported in the OMS for a service user, the following table provides a guideline of activities that are to be included or excluded.

Included Activities	Excluded Activities
<p>Time reported for service users that complete the Ongoing Needs Identification (ONI) assessment.</p> <p><b>Activities relating to direct time spent with service users:</b></p> <ul style="list-style-type: none"> <li>• Eligibility Screening</li> <li>• ONI Assessment</li> </ul> <p><b>Activities relating to time spent working on behalf of service users:</b></p> <ul style="list-style-type: none"> <li>• Completing ONI documentation</li> <li>• Service user referral/s</li> <li>• Case conferencing directly related to an individual service user and documented in service user file. This may include contact with the referrer, QCSS service outlets, external services, government and other stakeholders e.g. family, carer, GP</li> <li>• Documentation of service user notes</li> </ul>	<p>Direct time spent with enquirers that have not completed an ONI assessment, for activities including:</p> <ul style="list-style-type: none"> <li>• Eligibility Screening</li> <li>• Provision of information to enquirer</li> <li>• Linking assistance to external services</li> </ul> <p><b>Activities relating to service users that have completed an ONI assessment:</b></p> <ul style="list-style-type: none"> <li>• Wait list management</li> <li>• Monitoring service availability</li> <li>• Administration tasks e.g. letters to service users</li> </ul> <p><b>Activities not directly related to service users:</b></p> <ul style="list-style-type: none"> <li>• Education, Promotion, Networking</li> <li>• Non-service user branch administration and conditions e.g. staff meal breaks, data collection, quality services, human resource management, submission writing, industry networking, community consultation, service development, invoicing, rosters</li> <li>• Staff development e.g. meetings (including travel time), training, development and research</li> </ul>

### Service outlet reporting:

QCSS service outlets can be funded to provide two service types:

- Direct Care and Support
- Community Connection Supports.

When determining which service type the activity should be reported against, it should be against the service type that was the primary purpose of the support activity for that instance of support.

For example.

- if the activities undertaken were to assist the service user with domestic tasks or to attend an appointment or activity in the community the support time is recorded as Direct Care and Support
- if the activities undertaken were to assist a service user to actively identify and engage with interests, supports and activities in their local community that assists in reducing social isolation and enhance their participation in the community, including active referral to other formal supports, the support time is recorded as Community Connection Support

Where a single episode of support involves activities related to both support activities, where practicable the support time should be reported against the two service types.

Scenario:

A service user is isolated with limited family / friend networks locally but has expressed an interest in art. The service provider helps identify a volunteering opportunity at a local art gallery and facilitates access by liaising with the volunteer coordinator to determine the appropriateness of the position. The service provider assists the service user to meet with the volunteer coordinator and identify suitable volunteer activities. It is identified the service user will also need a support worker to help them get to their first rostered volunteer session to gain confidence; a total of 60 minutes.

A support worker attends a service user's house and spends 30 minutes supporting them to get ready to attend their first rostered volunteer session. The support worker then transports the service user to the art gallery, supports them in their first hour of their volunteer session. The service user is confident to remain at the gallery and continue with their volunteering duties with the assistance of gallery staff and volunteers. A total of 120 minutes including travel time to the gallery.

- 60 minutes as Community Connection Supports (identifying and facilitating access)
- 120 minutes should be recorded as Direct Care and Support (support to engage)

When determining whether the time taken in the delivery of QCSS supports should be reported in the OMS for a service user, the following table provides a guideline of activities that are to be included or excluded.

Included Activities	Excluded Activities
<p><b>Time spent with service user</b></p> <ul style="list-style-type: none"><li>• Development of the Support Plan for new service users (up to 3 hours)</li><li>• Direct service delivery in the home and community including service user visits</li><li>• Delivery for one-off, or as-required supports, including specialist Allied Health assessments, minor home modifications, home maintenance and transport</li></ul>	<ul style="list-style-type: none"><li>• Travel time to/from service user</li><li>• Case conference not directly attributed to a specific service user</li><li>• Non service user office administration and conditions, staff meal breaks, data collection, training, quality and practice improvement, Human Resource Management, industry networking, service development, meeting</li></ul>

Included Activities	Excluded Activities
<ul style="list-style-type: none"> <li>• Documentation of service delivery undertaken in home or in the community</li> <li>• Review of a Support Plan and development of revised Support Plan following (up to 90mins; 6mthly)</li> <li>• Telephone calls on behalf of service user in service user's presence</li> <li>• Service Exit planning where appropriate.</li> </ul> <p><b>Time spent working on behalf of the service user</b></p> <ul style="list-style-type: none"> <li>• Support liaison directly related to a service user and related to meeting outcomes of the Support Plan. This may include contact with other service providers, Government, and other key stakeholders such as family or carer</li> <li>• Telephone liaison such as making referrals to other services, information gathering related to the service users Support Plan</li> <li>• Activities directly related to a service user that are recorded in a service user's file.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality requirements, invoicing, rostering, run sheets, on call assignments</li> <li>• community consultation and industry networking</li> <li>• Staff development e.g. supervision, field communication, internal/external meetings and time taken to attend these, development and research</li> <li>• Preparing and organising equipment and consumables not directly related to an individual service user</li> <li>• Administration of partnership / brokerage / sub-contracting arrangements</li> <li>• Cost of the goods (e.g. hand rails, light bulbs) required to complete minor home modifications.</li> </ul>

## 6.2 Reportable time spent delivering supports

Individual occasions of support under QCSS funding should be recorded to an accuracy of fifteen (15) minutes.

At the end of a reporting period, the amount of time each individual occasion of support has been delivered over the three month period should be totalled. The overall total amount is to be rounded to the nearest whole hour amount for submission in the OMS.

*For example:*

- If the total time at the end of a reporting period is 30 or more minutes over a whole hour, the total time should be rounded up to the next whole hour; i.e. if the total number of hours delivered is 3 hours and 45 minutes, the number of hours reported will be 4 hours.
- If the total time at the end of a reporting period is less than 30 minutes over a whole hour, the total time should be rounded down to the previous whole hour; i.e. if the total number of hours is 3 hours and 15 minutes, the number of hours reported will be 3 hours.

### **Service outlet reporting:**

Service outlet reporting is to be based on the service user's experience of the support provided.

*For example:*

- If a service outlet decides that a support is more effectively delivered by a team of two support workers working at the same time. The time taken by each support worker is recorded separately; i.e. if two support workers each spend 45 minutes at a service user's house completing different activities, the total time recorded for the support is 90 minutes.
- If a single support worker delivers support to two or more service users at the same time, the support will be recorded based on each service user's experience of the support; i.e. if two service users (for

example, a husband and wife) receive the benefit of one hour of support, the total time recorded for the support is 2 hours.

### 6.3 Date of receipt of service

This is the date on which the service user receives the support from a service outlet or the QCSS Access Point.

This is not required for reporting in the OMS collection; however, it is necessary for calculating the total support received by a service user during a reporting period, as it identifies the instances of support (type and hours) that should be included in the data collection.



## Appendix A – Load file format

A service outlet submits data to the department for a quarter as a CSV file that contains the fields listed below. No field name headings are included in the submitted data.

### The Header section of the data load contains the fields:

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Start Header Marker	Mandatory	Alphanumeric				STARTHEADER2
Agency Identifier	Mandatory	Alphanumeric		5	OMS Id as per the service contract.	33828
Data Collection Identifier	Mandatory	Alphanumeric	YYYY/Q	6	Where: YYYY = financial year identifier 2019 (1/7/2019 – 30/6/2020) 2020 (1/7/2020 – 30/6/2021) Q = 1. (July – September) 2. (October - December) 3. (January - March) 4. (April – June)  E.g. July-September 2019 would be <b>2019/1</b>	2019/1
Transmission Number	Mandatory	Alphanumeric		1		3
Export File Portion	Mandatory	Alphanumeric		1		1
Number of Service User Records	Mandatory	Alphanumeric		3		57
End Header Marker	Mandatory	Alphanumeric				ENDHEADER2

The Service User section of the data contains the fields:

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Start Client Marker	Mandatory	Alphanumeric				STARTCLIENT2
Letters of Name	Mandatory	Alphanumeric		5	<p>2<sup>nd</sup>, 3<sup>rd</sup> and 5<sup>th</sup> letters from the service user's Last name followed by 2<sup>nd</sup> and 3<sup>rd</sup> letters from the service user's First given name.</p> <p>If the Last name is less than 5 letters and/or the First given name is less than 3 letters, use the number 2 as the place holder.</p> <p>Non-alphabetic characters (Eg hyphens (as in Lee-Archer) apostrophes (as in O'Mara) or blank spaces (as in Eu Jin) should be ignored when counting the position of each character.</p> <p>Last name <b>JOLIE-PITT</b> First given name <b>ANGIE</b> Letters of name: <b>OLENG</b> Last name <b>O' BRIEN</b> First given name <b>LI</b> Letters of name: <b>BREI2</b> Last name <b>HUA</b>, First given name <b>JO</b> Letters of name: <b>UA2O2</b></p>	OLENG
Date of Birth	Mandatory	Date	YYYY/MM/DD		Must be a valid date prior to the end of the reporting period.	1944/11/15
Date of Birth Estimate Flag	Mandatory	Numeric		2	Code: Date of birth estimate flag  Must be a valid value.	2

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Gender	Mandatory	Numeric		2	Code: Gender Must be a valid value.	2
Country of Birth	Mandatory	Numeric		4	Code: Country of birth Must be a valid value.	1101
Main Language Spoken at Home	Mandatory	Numeric		4	Code: Main language spoken at home Must be a valid value.	1201
Indigenous Status	Mandatory	Numeric		2	Code: Indigenous status Must be a valid value.	4
Australian State/Territory Identifier	Mandatory	Numeric		2	Code: Australian State/Territory identifier Must be a valid value.	3
Suburb/Town/ Locality Name	Mandatory	Alphanumeric		50	Must be valid code within Auspost values	MOUNT ISA
Postcode	Mandatory	Numeric		4	Must be valid code within Auspost values	4825
Disability Indicator	Mandatory	Numeric		2	Code: Disability Indicator Must be a valid value.	1
Disability Code	Conditional	Numeric		2	Must be reported when Disability Indicator = 1  If reported, then it must be a valid value  Code: Disability Code	1

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Living Arrangements	Mandatory	Numeric		2	Code: Living arrangements Must be a valid value.	2
Accommodation Setting	Mandatory	Numeric		2	Code: Accommodation setting Must be a valid value.	1
Residency/visa status	Mandatory	Numeric		2	Code: Residency/visa status Must be a valid value.	1
Government Pension/ Benefit Status	Mandatory	Numeric		2	Code: Government pension/benefit Must be a valid value.	1
Existence Of Carer	Mandatory	Numeric		2	Code: Carer – existence of Must be a valid value.	1
Referral Source	Mandatory	Numeric		2	Code: Source of referral Must be a valid value.	5
Date of Entry	Mandatory	Date	YYYY/MM/DD		Must be a valid date the same as or before the reporting period end date.  • <i>Note: the Date of Entry can be a date in an earlier reporting period.</i>	2019/07/01
Date of Exit	Conditional	Date	YYYY/MM/DD		If reported, must be a valid date within the reporting period.  • Required when Cessation Reason reported.	2019/09/25

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Cessation Reason	Conditional	Numeric		2	Required when Date of Exit reported.  If reported, then it must be a valid value.  Code: Reason for cessation	2
Date of Last Update	Optional	Date	YYYY/MM/DD		<b>If reported:</b> <ul style="list-style-type: none"> <li>• must be a valid date the same as or before the reporting period end date.</li> <li>• must be the same as or after Date of Entry.</li> </ul> <i>Note: The Date of Last Update can be a date in an earlier reporting period.</i>  Required when Outcome of Last Update reported.	2009/03/24
Outcome of Last Update	Conditional	Numeric		2	Required when Date of Last Update reported.  If reported, must be a valid value.  Code: Update outcome	1
Service outlet referral	Conditional	Alphanumeric		5	<b>Only applicable for QCSS Access Point.</b> <ul style="list-style-type: none"> <li>• Must be reported when a referral is made.</li> <li>• Not required when the service user is added to the waitlist (no validation required).</li> <li>• Must be a valid value, as provided by the department.</li> </ul> If not QCSS Access Point, record blank.	33828

Field Name	Mandatory / Conditional / Optional	Data Type	Format	Length	Comments Validation Rules	Sample Data
Required supports	Conditional	Numeric		2	<p><b>Only applicable for QCSS Access Point.</b></p> <ul style="list-style-type: none"> <li>Must be reported by QCSS Access Point for all service users found to be eligible for QCSS.</li> <li>Must be a valid value.</li> </ul> <p>Code: Required supports</p> <p>If not QCSS Access Point, record blank.</p>	1
Direct Care and Support – Total Time (Hours)	Mandatory	Numeric		4	<p><b>Not applicable for QCSS Access Point.</b></p> <p>If QCSS Access Point, record 0.</p> <p>If not QCSS Access Point, must be greater than or equal to zero (0).</p>	20
Community Connection Supports – Total Time (Hours)	Mandatory	Numeric		4	<p><b>Not applicable for QCSS Access Point.</b></p> <p>If QCSS Access Point, record 0.</p> <p>If not QCSS Access Point, must be greater than or equal to zero (0).</p>	15
Information, Assessment and Referral – Total Time (Hours)	Mandatory	Numeric		4	<p><b>Only applicable for QCSS Access Point.</b></p> <p>If QCSS Access Point, must be greater than or equal to zero (0).</p> <p>If not QCSS Access Point, record 0.</p>	0
End Client Marker	Mandatory	Alphanumeric				ENDCLIENT2

## Appendix B – Glossary of Terms

Term	Definition
<b>Department</b>	the Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
<b>Funded organisation / organisation</b>	a body that receives government funding to provide QCSS supports to eligible service users
<b>QCSS</b>	Queensland Community Support Scheme
<b>OMS</b>	Outcome Measurement System – the agreed set of data collected from all QCSS funded organisations
<b>QCSS Access Point</b>	Centralised state wide free phone based service that provides information, access and referrals for the Queensland Community Support Scheme (QCSS)
<b>Person / people / service user</b>	a person in receipt of QCSS services
<b>Service episode</b>	A period of time during which the service user receives QCSS funded supports from a service outlet or the QCSS Access Point.
<b>Service outlet</b>	the service delivery arm of a funded organisation that delivers Queensland Community Support Scheme (QCSS) supports. A funded organisation may deliver supports through one or more service outlets
<b>Service type</b>	Service type is the output under which an organisation reports the type of service received by the service user. QCSS has 3 service types, Direct Care and Supports (support provided in the home or support to engage/participate in the community), Community Connection Supports (identifying and facilitating access for a service user in the community) and Information, Assessment and Referral (only the QCSS Access Point is funded to provide this service type as the only funded centralised intake and referral service for QCSS)
<b>Supports</b>	Supports are the activities a service outlet puts in place to assist in the achievement of the goals of the person’s Support Plan.

## Appendix C – Contacts

Please contact the State-wide Operations team on (07) 3033 3819 or [OMS@chde.qld.gov.au](mailto:OMS@chde.qld.gov.au) if you have questions about your OMS submission.