

# Reporting and data collection

## Introduction

All HACC service providers are required to participate in two kinds of data collection:

- the HACC minimum data set (reported quarterly)
- the HACC fees report (reported annually).

Depending on an organisation's service agreement, the following may also be required:

- an annual service activity report
- other narrative reports, quarterly or annually.

Reporting requirements are set out in every organisation's service agreement with the department.

## The HACC minimum data set

As a condition of funding, most agencies funded by the HACC program are required to participate in the regular collection of the HACC national minimum data set (MDS).

The scope of the HACC MDS in Victoria covers a small number of programs apart from HACC. Agencies funded by the following programs should use the HACC MDS to report to the department:

- HACC program
- Aged Care Support for Carers Program
- Community Connections
- Housing Support for the Aged
- Older Persons High Rise Support
- SRS Service Coordination and Support Program.

The HACC MDS comprises two critical kinds of information on individual people:

- demographic information, such as age, postcode, country of birth, and living arrangements
- service usage information, being the time (hours or minutes) or amount (meals or goods/ equipment) of each service type received by the person in the preceding three months.

Organisations use their choice of software system to collect and store this information. When a person becomes a client of the organisation, a record is created and kept updated.

At the end of the quarter, the organisation should have a routine process to extract the required subset of de-identified data and email it to the department.

As soon as a file of data is received, an acknowledgment is emailed back to the organisation. The department then loads the files onto a data repository. While processing the files the repository sends further feedback to the agency in the form of a submission log.

All the data submitted is collated and used at an aggregate level for reporting to state and commonwealth governments and to monitor the effectiveness of the program.

Individual people are never identified and the information is not used by government to determine a person's eligibility for services.

Feedback is also available within days of submission on the department's Funded Agency Channel. Other reports and fact sheets are periodically published on the HACC website.

**For detailed information on HACC MDS see the *HACC MDS user guide: Victorian modification version 2.0***

## **Due dates**

Quarterly HACC MDS extracts should be emailed to the department's mailbox (details below) as follows:

- period July–August–September: due 15 October
- period October–November–December: due 15 January
- period January–February–March: due 15 April
- period April–May–June: due 15 July.

Retrospective submission periods occur twice a year, in March and August, when agencies can replace any wrong or incomplete data from previous quarters by submitting new extracts for the relevant quarters.

## **How to collect the HACC MDS**

Agencies should collect the data as a by-product of their existing client information management systems. Several software products are available commercially and enable the HACC MDS to be conveniently collected, extracted and transmitted in the correct format. A list of software products can be found on the data collection page of the HACC website.

The department has a simple reporting tool available which can be supplied to some funded agencies as appropriate.

## **Counting rules**

Since HACC funding for major activity types is on the basis of unit prices, there is a direct link between the level of funding and the hours of service in an organisation's performance targets. The MDS is therefore an important accountability tool for monitoring performance. See Part 1: Program funding for more information on unit pricing and what is counted in an hour of service for different HACC activities.

## **Know your targets: the Funded Agency Channel**

The Funded Agency Channel (FAC) is a website maintained by the Department of Health and the Department of Human Services where each funded organisation can view its service agreement and other relevant information.

Each HACC organisation is able to view a series of reports on the data they submit. One of these reports shows the number of hours or amount of services delivered compared to the organisation's target for each service type. All organisations are expected to be within 5 per cent of their target.

## Other reporting requirements

### Annual service activity report

Any organisation receiving HACC funds for block-funded activities is required to submit an annual service activity report. A template for the report is emailed to the organisation by the regional office. The completed form must be emailed back to the regional office before the due date in June.

The report is required if your organisation received HACC funds under the following headings:

- 'Flexible service response'
- 'Service system resourcing'
- 'Volunteer coordination-other'.

The report can also be used if an organisation wishes to supply additional information on the use of funds that could not be adequately captured in the HACC minimum data set.

For example, some allied health funding may have been used for secondary consultations undertaken by an allied health practitioner. Such information cannot currently be captured by the MDS unless a new record is created for the person on whose behalf you have supplied a secondary consultation.

The annual service activity report can be used to report on numbers of hours and people benefiting from secondary consultations.

### The annual fees report

The annual fees report is a simple one-line report on the total amount of fees collected by an organisation from HACC service users in the relevant financial year.

The completed form is sent to the relevant regional office of the department by 1 October. The department includes the statewide total as part of Victoria's annual HACC business report to the Commonwealth.

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## Links

The HACC data help desk: phone 9096 7255 or email [haccmds@health.vic.gov.au](mailto:haccmds@health.vic.gov.au)

Email for sending HACC MDS data [haccmds.data@health.vic.gov.au](mailto:haccmds.data@health.vic.gov.au)

The HACC data collection page of the Victorian HACC website, which includes the HACC MDS user guide, FAQs and other documentation [http://www.health.vic.gov.au/hacc/data\\_collection/index.htm](http://www.health.vic.gov.au/hacc/data_collection/index.htm)

Funded Agency Channel

<http://www.dhs.vic.gov.au/funded-agency-channel>

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