Outcome Measurement System (OMS) Data Submission Guide

What is OMS?

OMS is a set of agreed data items collected by all organisations funded to provide Queensland Community Support Scheme (QCSS) services. OMS is the primary source of data on Queensland Community Support Scheme services and is used for contract management purposes and for program planning.

When do I submit my OMS?

Collection Quarter	Dates Collected	Submission Month
Quarter 1	1 July to 30 September	1 to 28 October
Quarter 2	1 October to 31 December	1 to 28 January
Quarter 3	1 January to 31 March	1 to 28 April
Quarter 4	1 April to 30 June	1 to 28 July

What do I need to report?

Organisations must report all data elements for all individuals receiving services delivered with Queensland Community Support Scheme funding, as defined in the OMS Technical Specification.

Where do I submit routine OMS data?

Organisations are required to register to the OMS Portal (via the P2i homepage) to upload and submit an Excel or CSV file of their OMS data.

How do I upload my OMS file to OMS portal?

1. Log on to OMS portal via the P2i home page located at https://www.dcssds.qld.gov.au/p2i Click on the link which says Outcome Measurement System (see page 2)
2. Click on 'My Uploads' on the left-hand menu on the main screen. By default, this page will already be open when you log in.
3. You will see Upload OMS Quarterly Data File section in the right-hand side the main screen.
4. There are 2 ways to upload files:

    a. You may navigate to your file by clicking the browse link; or
    b. You may drag the file into the uploading window.

5. Find and select the relevant OMS file for the quarter in Excel or CSV format.
   It is recommended to use the following file naming convention to ensure files can be linked to the correct outlet. This is particularly useful if your organisation has multiple outlets. **Qx_YY_YY_OMSID = Q2_20_21_555333**

6. The file is uploaded and validated on screen. There will be either a Successful Import result or you will be shown if there are Errors.

    NOTE: when files are uploaded, they will not be received by the Department until the file is correct and the Import button pressed.

    a. Successful Import: If there are no errors, OMS will display a "file imported successfully" message on the screen with an import summary, including a REF-ID and the number of rows processed. An email will also be sent to you confirming the Successful Import results.

b. Import with errors: If the header has no errors but there are errors in the client data, OMS will display an error message listing the errors, followed by an import summary. You will receive an email notification including the REF-ID. You are required to review and fix errors in your source system, extract the data and resubmit.

c. Header Rejected: OMS will display an error message on the screen along with any additional errors. You will also receive an email listing all errors. You are required to review and fix errors and resubmit.

7. **The checkbox to certify the imported data does not appear until there are no errors.** Check the checkbox for "**I certify that I have sighted the performance data for this period and that the information provided is true account of the organisation's performance, as it relates to the department funding.**"

Can I upload my OMS file via the P2i Portal?

Yes, but not directly via P2i. From the P2i home page, you will be able to access the 'Outcome Measurement System' to upload your data via a link provided on the left-hand side of the P2i home page screen. You will then be required to login to the OMS application separately. This link will be available from 1 April 2023 to accept reporting files. The P2i home page is located at https://www.dcssds.qld.gov.au/p2i.
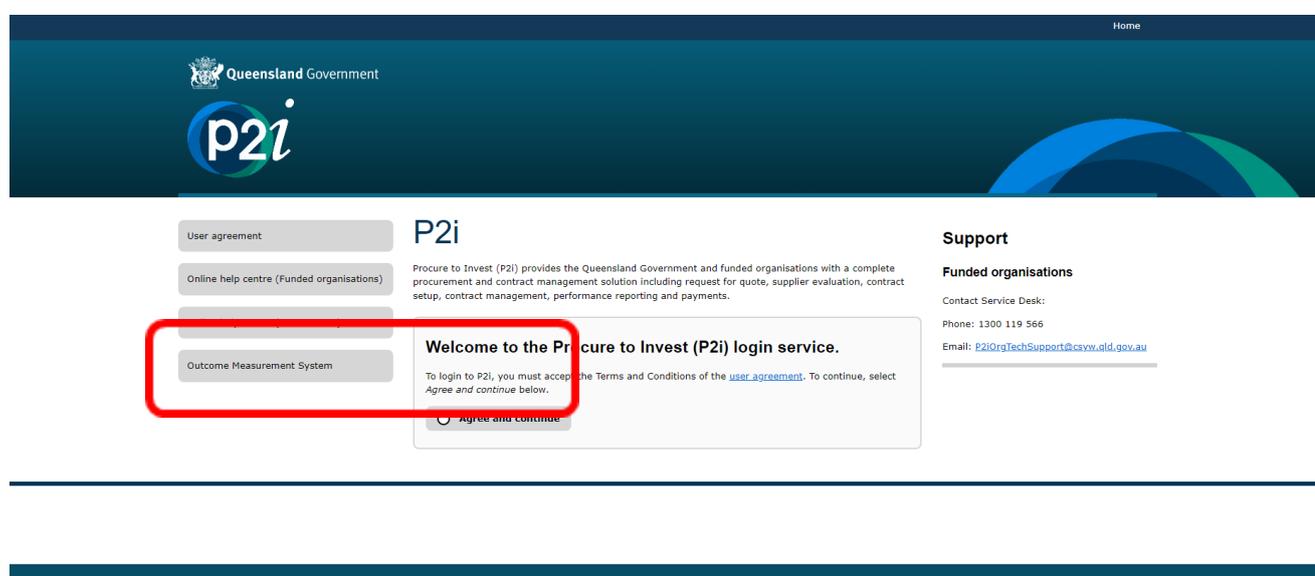
What if I have over or under delivered this quarter?

If outputs delivered during the quarter are outside the allowable variation, your organisation will need to upload a Queensland Community Support Scheme Performance Report to P2i milestone reports.

Who can I contact about OMS enquiries?

OMS assistance – OMS@chde.qld.gov.au or your local departmental contract manager.

Step by Step to OMS Data Load

Step 1: Login to OMS portal using the following link via the P2i home page: https://www.dcssds.qld.gov.au/p2i Click on the link which says Outcome Measurement System (see page 2)

Step 2: The OMS Welcome page is displayed:
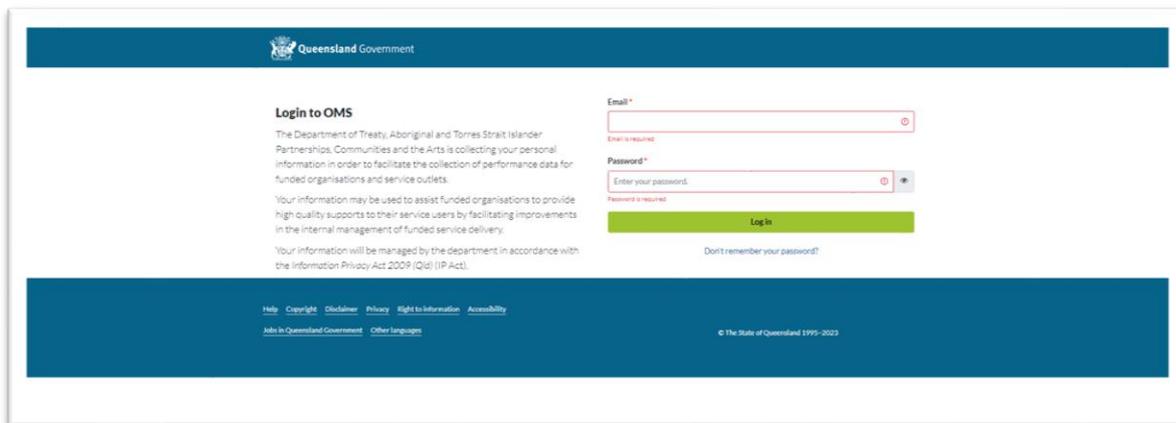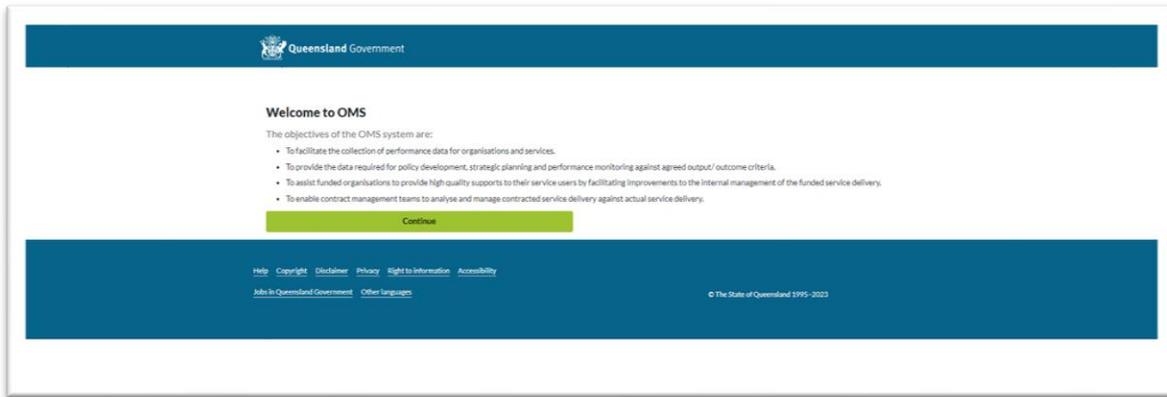
Step 3: User is transferred to the Login screen.

Select the 'My Uploads' link. This should already be the displayed page when you log in (below))
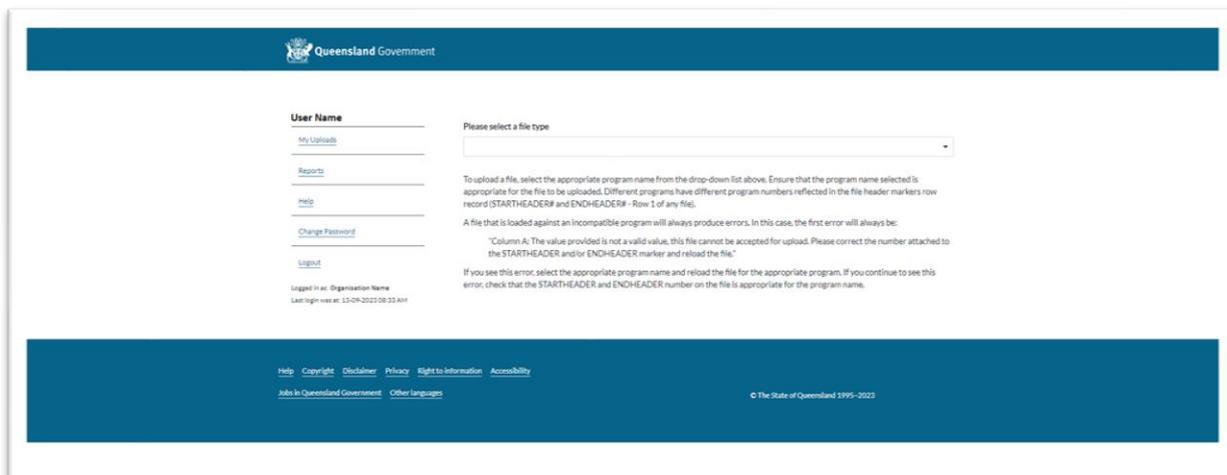
Step 4: Either drag and drop the file into OMS, or select *Browse* to search for the file on your computer, where a new window will open to enable a search for the file. Highlight the required document then select *Open*.

This file can be an *.XLS format, or *.XLSX or *.CSV format.

It is recommended to use the following file naming convention to ensure uploaded files can be linked to the correct outlet**.** This is particularly useful if your organisation has multiple outlets. **Qx_YY_YY_OMSID = Q2_20_21_555333**
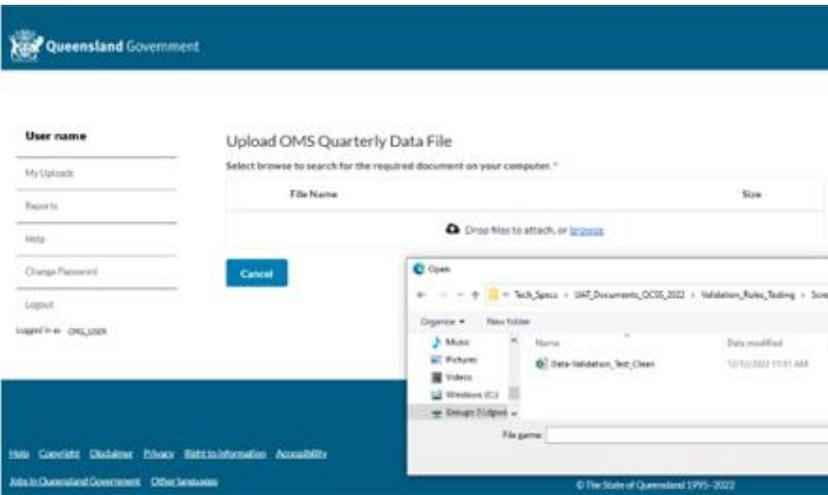
Step 5: *Successful Import*

On successful import, with no errors on screen, the OMS portal will ask the user to certify that the data they are about to import has been sighted and verified as true.

☐ **I certify that I have sighted the performance data for this period and that the information provided is true account of the organisation's performance, as it relates to the department funding.**

Step 6: Check the accompanying checkbox and click the green Import button that appears only when the certification has been checked.
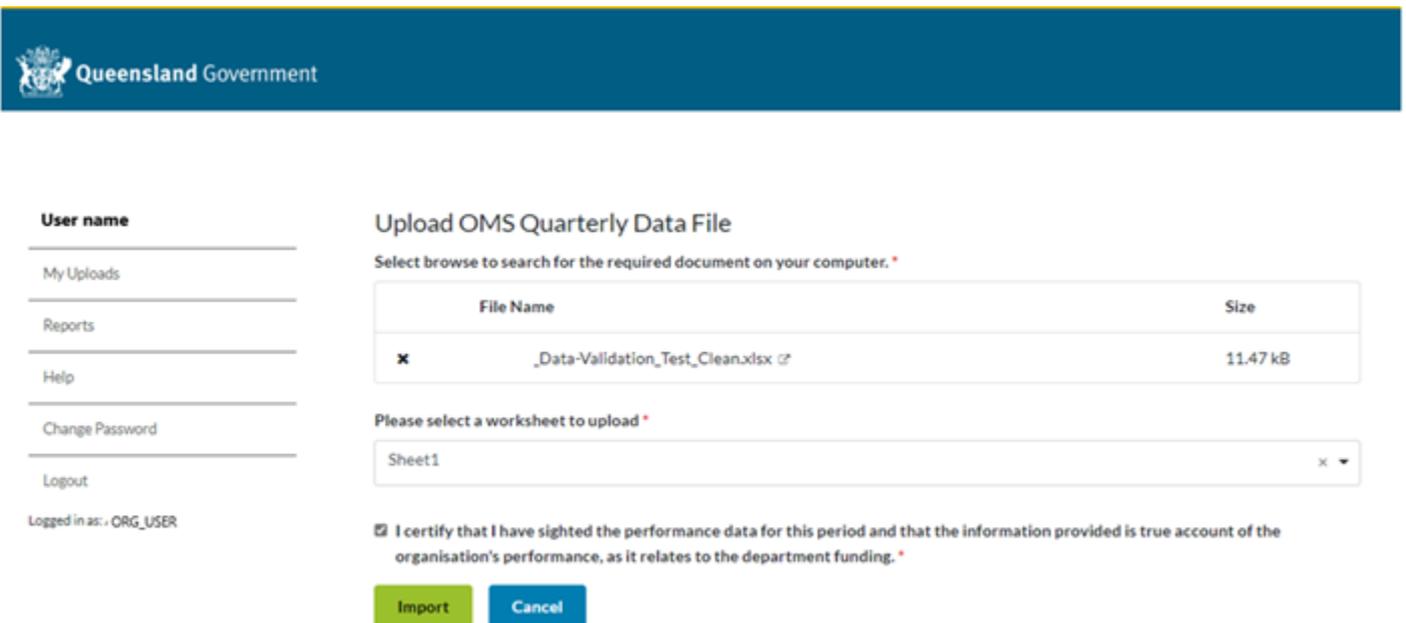
The file will be imported, and a successful import screen will be displayed, as below.

FILE IMPORTED SUCCESSFULLY

Import Result Summary

🖨 Print

Reference number:	REF-97
Filename:	OMS Template.csv
Import type:	QCSS-OMS Quarterly data
File Upload date:	03-12-2020 06:15 AM
Total records processed:	8
Total records rejected:	0
Total records added:	8

Upload another file   Cancel

An email will be sent.

Dear <User Name>,

Please be advised that your file upload on the OMS website under reference number <N> was uploaded successfully.

Please go to OMS website and run the 'import results report' to view full details of your upload.

Please do not reply to this email as replies are routed to an unmonitored mailbox. Should you require assistance with accessing OMS please contact the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts at oms@chde.qld.gov.au.

Thank you. DISCLAIMER: The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended only for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of the Queensland Government and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network.

There will be no import of a file with errors. On validation, all errors contained in the file will be displayed on screen, with instructions on how to fix the error described.

You can choose to have a list of errors to be rectified sent to you. At the end of the list of errors on-screen there is green button to email the errors to yourself. This is a useful thing to do.

Queensland Government

User name

My Uploads

Reports

Help

Change Password

Logout

Logged in as:

Upload OMS Quarterly Data File

Select browse to search for the required document on your computer. *

File Name	Size
✖ _Data-Validation_Test_All-Errors_XLSX.xlsx ⬀	11.90 kB

Please select a worksheet to upload *

Sheet1	✕ ▾

UPLOAD FAILED:
Row 1, Column A, Column G - This submission does not include a valid header record. CSV files header record must start with STARTHEADER2 and end with ENDHEADER2.

Your export file cannot be accepted. Please make the indicated changes and re-submit.

How to fix it?

1. Check that Row 1 Column A has the wording STARTHEADER2.
2. Check that Row 1, Column G has the wording ENDHEADER2.

Correct as required.

UPLOAD FAILED:
Row 1, Column F - The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received.

How to fix it?
Check the number of records contained in the dataset below the row header (row 2 and beyond). Does the number of records to be submitted equal the number identified at Column F? If not, then change the number of records at Column F to match the

UPLOAD FAILED:
Row 30, Column AC - The **Information, Assessment and Referral – Total Time (Hours)** field is not applicable. This field must have a value of 0. This Service User record will not be accepted.

How to fix it?
Check the values contained in the columns listed at left to ensure that the values recorded are numeric values.

Correct as required.

Email errors **Cancel**

Unlike the previous application, the new application validates both the header and the body of the report at the same time. You will see both header errors and body errors displayed on-screen. You will need to rectify both before the file will be accepted for import.

The email that you send to yourself detailing the upload errors will contain the following information:

Dear <User name>,

You have attempted to upload an OMS Quarterly Data file for <insert Organisation here>, however the file has been rejected.

- Row 1, Column A, Column G - This submission does not include a valid header record. CSV files header record must start with STARTHEADER2 and end with ENDHEADER2.

  Your export file cannot be accepted. Please make the indicated changes and re-submit.

- Row 1, Column F - The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received.

- Row 2, Column A, Column AD - Each client record must start with STARTCLIENT2 and end with ENDCLIENT2. This Service User record will not be accepted.
- Row 11, Column J - The **Suburb/Town/Locality Name** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 14, Column M - The **Disability Code** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 16, Column O - The **Accommodation Setting** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 17, Column P - The **Residency/visa status** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 18, Column Q - The **Government Pension/Benefit Status** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 22, Column V - The **Cessation Reason** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.

Should you require assistance with accessing OMS please contact the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts at oms@chde.qld.gov.au.

Common Errors (and their Solution)

This table includes an explanation about errors identified as part of the OMS data upload process that will result in data items being rejected. The error message is explained, the relevant column in your data set is highlighted and corrective actions are provided. Note, some records may be identified as having errors that do not result in the data being rejected. The error messages provided are generally self-explanatory and the data should be corrected in the source system ahead of re-upload, either as a result of having data rejected or at the time of next reporting. These errors are not dealt with in this document.

Header Record Rejection Reasons

These apply to the first row in the spreadsheet only.

Error Message	What does this mean?	Which column is this in my dataset?	What do I need to do?
Incorrect number of data fields within the header record. The header must contain 7 data fields.	The file header must contain 7 fields.	All Columns	Check that Row 1 has seven (7) fields, no more and no less. Correct as required.
This submission does not include a valid header record. CSV files header record must start with STARTHEADER2 and end with ENDHEADER2. Your export file cannot be accepted. Please make the indicated changes and re-submit.	The header record in the CSV file must have the wording STARTHEADER2 at the beginning of the first line of data in the CSV file and end with ENDHEADER2. If the file contains any other wording this rejection error occurs.	Column A, Column G	1. Check that Row 1 Column A has the wording STARTHEADER2. 2. Check that Row 1, Column G has the wording ENDHEADER2. Correct as required.
The Agency ID field specified in the header record is not registered or is not valid. Please confirm with your department representative that your agency is registered and valid.	The Agency ID in the Header Record is invalid. This may be caused by: • Agency ID does not exist or is not currently active as a "OMS ID" for a Service in QCSS-OMS that is associated with the Organisation under which the user is logged in. Note that the data provided as the "Agency ID" in the QCSS-OMS data file is stored as the "OMS ID" against a 'Service' in QCSS-OMS.	Column B	Check that the Agency ID number is valid and correct for your organisation. Correct as required.
The Agency ID field specified in the header record does not belong to your organisation. Please ensure that you have the correct Agency.	The Agency ID in the Header Record belongs to an organisation that is not the same as the organisation that you are assigned to.	Column B	Check that you have the Agency ID number for your organisation. Correct as required.
The 'Data Collection Identifier' specified in the header record is not available for QCSS-OMS reporting. Your export file cannot be accepted.	The Data Collection ID listed in the submission file Header Record is for a quarter that is in the future. This field indicates the year and quarter that the data is being reported for. Quarters are numbered across a calendar year: • 2019/1 = Jul 2019 to Sep 2019. Reporting opens 1 Oct 2019. • 2019/2 = Oct 2019 to Dec 2019. Reporting opens 1 Jan 2020. • 2019/3 = Jan 2020 to Mar 2020. Reporting opens 1 Apr 2020	Column C	Check that the Data Collection ID is correct for the file that you are uploading. Correct as required. A common error is to insert the wrong quarter number for the period that is being reported (for example, uploading data for quarter 1 – 2019/1, Jul -September – but inserting 2019/2

	• 2019/4 = Apr 2020 to Jun 2020. Reporting opens 1 Jul 2020.		by mistake because the reporting is being uploaded in October).
The 'Data Collection Identifier' specified in the header record must be in the form YYYY/N. Your export file cannot be accepted.	The Data Collection ID listed in the submission file is in an incorrect format.	Column C	Check the format of the Data Collection ID and ensure that it is in format YYYY/N. Correct as required.
The 'Data Collection Identifier' specified in the header record must specify a valid year of between 1900 and 9999. Your export file cannot be accepted.	The Data Collection ID listed in the submission file has an invalid year.	Column C	Check the format of the Data Collection ID and ensure that the year is between 1900 and 9999. Correct as required.
The 'Data Collection Identifier' specified in the header record must specify a quarter between 1 and 4. Your export file cannot be accepted.	The Data Collection ID listed in the submission file has an invalid quarter.	Column C	Check the format of the Data Collection ID and ensure that the last digit, the quarter, is between 1 and 4. Correct as required.
The 'transmission number' field in the header record must be a numeric value.	The file submitted has an alpha character in the Transmission Number field of the Header Record instead of the required numeric character.	Column D	Check that the transmission number is in a number format. The transmission number cannot be a letter, for example. Correct as required.
The 'transmission number' field of the header record must be a numeric value that is greater than the previous transmission number submitted for your Agency for this period and portion.	The file submitted has an invalid Transmission Number in the Header record. The Transmission number for a revision file must be greater than the previous file for the same portion, quarter, financial year, Agency (Organisation) and Service (Outlet).	Column D	Check that the transmission number is higher than the transmission number used previously when attempting to upload this file. Correct as required.
The 'portion number' field in the header record must be equal to 1.	The file submitted has a value character in the Portion Number field that is not equal to 1.	Column E	Check that the portion number is in a number format, and equal to 1.
The 'number of Service User records' field of the header record must be a numeric value.	The file submitted has an alpha character in the Number of Service Users field in the Header Record instead of the required numeric character.	Column F	Check that the value input for the number of service user records is in a number format. Check also the next error. Correct as required.
The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received.	The file submitted has a different value in the Number of Service User records field in the Header compared to the actual number of Service User records.	Column F	Check the number of records contained in the dataset below the row header (row 2 and beyond). Does the number of records to be submitted equal the number identified at Column F? If not, then change the number of records at Column F to match the number of records being submitted. The number of records submitted does NOT include the header row. Correct as required.
This submission does not include any valid Service User records. Your file cannot be accepted.	The file submitted has a correct Header Record but the Service User records are invalid because there are no Service User	N/A	1. Determine that there are records being uploaded as part of the dataset.

	records in the file or there is a problem with the format of all of the Service User records.		2. Check the format of the data being uploaded. Is this the right dataset for the upload, or has another, unrelated, dataset been included.

Service User Record Rejection Reasons

These may apply to any row in the import file other than the first one.

Error Message	What does this mean?	Which column is this in my dataset?	What do I need to do?
Your submission contained blank and/or partial records. These were ignored during processing.	The file submitted has a correct Header Record but one or many Service User records have a zero value for all services reported.	N/A	Check the entire entry line identified for missing data. Delete the line entirely if necessary before re-uploading the data.
Each client record must start with STARTCLIENT2 and end with ENDCLIENT2. This Service User record will not be accepted.	Client records must begin with STARTCLIENT2 at the beginning and end with ENDCLIENT2. If the line contains any other wording this error occurs.	Column A, Column AD	1. Check that Column A has the wording STARTCLIENT2. 2. Check that Column AD has the wording ENDCLIENT2. Correct as required.
The Service User **Letters of Name** is not in the correct format. Please review the record in your file. This is a required field. This Service User record will not be accepted.	The Service User **Letters of Name** has less than or greater than 5 characters or is blank.	Column B	Check the format of the **Letters of Name** and correct as required.
The **date of birth** for the Service User must be in the format DD/MM/YYYY or YYYY/MM/DD. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **date of birth** for the Service User is invalid. The cause of this rejection error could be not enough characters in the field, the wrong format or an empty field.	Column C	Check the format of the service user's **date of birth** and compare it to the required format of DD/MM/YYYY or YYYY/MM/DD. Correct as required.
Invalid Service User record cannot be accepted – **date of birth** is after the reporting period.	The Service User **date of birth** is later than the last date of the reporting quarter.	Column C	Compare the service user's **date of birth** in column C with the date of the last date of the reporting period. Correct the service user's date of birth.
The **<field>** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **<field>** field is invalid.		Check the relevant column for the **<field>** to see that the file contains a valid reference value and correct as required.
	Date of birth estimated flag	Column D	
	Gender	Column E	
	Country of Birth	Column F	

	Main Language Spoken at Home	Column G	
	Indigenous Status	Column H	
	State	Column I	
	Suburb	Column J	
	Disability Indicator	Column L	
	Disability Code*	Column M	
	Living Arrangements	Column N	
	Accommodation Setting	Column O	
	Residency / Visa Status	Column P	
	Government Pension / Benefit Status	Column Q	
	Existence of Carer	Column R	
	Source of referral	Column S	
	Cessation Reason~	Column V	
	Outcome of Last Update**	Column X	
	Service Outlet Referral^	Column Y	
	Required Supports^	Column Z	
The **<field>** field of the Service User record is not blank. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **<field>** field is not blank.		Check the relevant column for the **<field>** to see that the file contains a blank reference value and correct as required.
	Disability Code*	Column M	
	Cessation Reason~	Column V	
	Outcome of Last Update**	Column X	
	Service Outlet Referral^	Column Y	
	Required Supports^	Column Z	
The **postcode** field for the Service User must contain 4 digits. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **postcode** field for the Service User is invalid. The cause of this rejection error would be due to the field containing less than or more than four characters.	Column K	Check the data in column K. Postcodes in Australia only have 4 digits and correct as required. The data must contain 4 digits only. A common error is that required postcode data has been omitted. Correct the data as necessary.
The **<field>** for the Service User must be before the reporting period end date. This is a required field. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **<field>** field is after the reporting period end date.	Columns T, W	Check the values contained in the columns listed at left to ensure that the date recorded are the same as or before the reporting period end date. Correct as required.
The **date of exit** for the Service User must be within the specified reporting period. This is a required field. This Service User record will not be accepted	The file submitted has a correct Header Record but the **date of exit** field is not within the reporting period.	Column U	Check the values contained in the **date of exit** to ensure that the date recorded is within the reporting period. Correct as required.

The **date of last update** for the Service User must be the same as or after the **date of entry**. This Service User record will not be accepted.	The file submitted has a correct Header Record but the **Date of last update** field is before the **date of entry**.	Column W	Check the values contained in the **date of last update** to ensure that the date recorded is the same as or after the **date of entry**. Correct as required.
The **<field>** field for the Service User must be greater than or equal to 0. This is a required field. This Service User record will not be accepted.	A value provided for service delivery is invalid, as it does not contain a numeric value.	Columns AA, BB, CC	Check the values contained in the columns listed at left to ensure that the values recorded are numeric values. Correct as required.
The **<field>** field is not applicable. This field must have a value of 0. This Service User record will not be accepted.	A value provided for service delivery is invalid, as it contains a numeric value greater than 0.	Columns AA, BB, CC	Check the values contained in the columns listed at left to ensure that the values recorded are numeric values. Correct as required.

*If the disability indicator (Column L) is TRUE, then the Disability Code is not allowed to be blank, but if the disability indicator is FALSE, then the Disability Code *must* be blank.

~If the exit date (Column U) is blank, then the Cessation Reason must also be blank.

**If the date of last update (Column W) is blank, then the Outcome of Last Update must also be blank. If it is not blank, then Outcome of Last Update is required.

^If the referral source (Column S) is QCSS, then Service Outlet Referral may or may not be required depending on information not included in the upload, so it is treated as optional, while Required Supports is mandatory. If the referral source is anything else, then both fields must be blank.

Other Rejection Reasons

Error Message	What does this mean?	What do I need to do?
The server is down. This application will not run while the server is down.	The web service is not running.	Please email OMS@chde.qld.gov.au immediately about the server not running.
You have not selected a file to upload.	You have not selected a file to upload.	Please select a file to upload.