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| VADC Service Event Statement (SES) |
| Information Sheet – September 2023 |
| OFFICIAL |

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# Service Event Statement

The department produces a Service Event Statement for service providers to help reconcile data accepted on to the VADC with data in their in-house system.

## 1.1 What is the Service Event Statement?

The Service Event Statement is a list of year-to-date service events and contacts which have been accepted onto the department’s VADC database. The statement includes key VADC data elements associated with the reported service event, as well as the applicable funding units i.e. Drug Treatment Activity Unit (DTAU), Episode of Care (EOC) or Course of Treatment (COT). The event is likely to be allocated based on the reported data.

## 1.2 What is the purpose of the Service Event Statement?

This statement can help you identify issues with the quality of service activity data your service reports to the VADC. This statement allows you to reconcile VADC data back to your in-house Client Management System (CMS). Those service events in your accepted VADC submissions that have not been allocated funding units in the Service Event Statement are likely to have been reported with the incorrect combination of key VADC data elements. By reviewing the key data elements reported for the service event, you can identify the error, correct the service event record, and then resubmit.

## 1.3 Some important points about the statement

The Service Event Statement:

* is not a performance report
* does not show you what activity you have been funded to deliver
* does not include targets
* may differ in result from the Victorian Agency for Health Information (VAHI) performance report. The purpose of the service event statement is to assist you to identify and correct issues with data quality. In the case of a discrepancy, the result in the VAHI report will be used for performance discussions.

## 1.4 When will the Service Event Statement be produced?

The Service Event Statement is produced twice a month. It is available on the 7th and 17th of each month. Any data processed after this time will be reflected in the next Service Event Statement.

## 1.5 How will the Service Event Statement be sent to my organisation?

The Service Event Statement will be automatically uploaded to the pick-up folder in the Managed File Transfer (MFT) folder of each service provider on the 7th and 17th of each month. You can download the statement in the same way that you download submission validation reports from the pick-up folder. Once downloaded, the statement will be moved into the back up folder. Note: The back-up folder is cleared every 7 days.

## 1.6 What is included in the Service Event Statement?

The statement is an excel worksheet which contains two tabs, **Service Events** tab, and **Contacts** tab.

The Service Events tab includes:

* all service events which have been submitted and accepted in the current financial year. Service events with an end date of NULL means they are still open in VADC.
* open service events submitted and accepted in previous financial years, dating back to the commencement of reporting to the VADC

The Contacts tab includes:

* all contacts for all service events listed in the Service Events tab for the current financial year.

## 1.7 How do I use the Service Event Statement?

Use the Service Event Statement in conjunction with the *DTAU Derivation Rules- Plain English Guide* and *EOC and COT Derivation Rules*, available here: [Link to DTAU and EOC/COT Derivation Rules](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services)

Note: Click on the **Link** and navigate to **Downloads**

If a service event has been allocated DTAU or EOC/COT it will show

* in the EOC column a number greater than 0, for EOC service events.
* In the DTAU ServiceEvent value column a number greater than 0, for DTAU service events except bridging support service stream.
* In the DTAU Contact value column a number greater than 0, for DTAU service events where service stream equal to bridging support.

If service events or contacts have not been allocated DTAU or EOC/COT, you will need to cross check what has been reported in the relevant data elements against these derivation rules.

## 1.8 Common causes of data quality issues

* Service events that remain open on the VADC database but are closed in the CMS – **only closed service events will count towards your performance target.**

Please note, if a service event has been closed retrospectively after it has been submitted and accepted, you **must resubmit** the closed service event for it to be reflected in the VADC database.

* Service events reported with the incorrect Funding Source code and Service Stream code combination. Please note, events reported with the incorrect code combination will not count towards your performance target.
* Reporting activity you are not funded to deliver.
* Service events not appearing due to unresolved data validation errors – the service events will not be accepted into the VADC until the data validation errors are corrected.
* Data elements not reported correctly. For example, Significant Goal Achieved (SGA), Course Length, End Reason, Contact information, Target Population, Percentage Course Completed.
* Forensic DTAU service events with ACSO ID = 9999999 or NULL for referrals IN and funding source not specified as forensic according to the *DTAU Derivation Rules- Plain English Guide* and *EOC/COT Derivation Rules*, won’t be recognised as forensic in VADC. Note: this rule does not apply to service events with Indirect AOD support service stream.
* Forensic DTAU service events where service stream equal to 85 - Indirect AOD support with ACSO ID = 9999999 or NULL and funding source 3 – DTAU block funded won’t be recognised as forensic in VADC.

More information on how to improve data quality for VADC data, is available here: [Link to Ensuring data quality](https://www.health.vic.gov.au/funding-and-reporting-aod-services/ensuring-data-quality)

## 1.9 What should I do if I identify errors in the data I have reported?

Data errors should be corrected within the CMS and then re-extracted and submitted to the VADC to ensure accurate reporting.

Data resubmissions should be sent first to the test system to check that the issue is being rectified and submitted in sequential order, submitted one month at a time, errors fixed before submitting the next month. If you need assistance, please email the VADC Inbox: vadc\_data@health.vic.gov.au.

# Further information

**VADC documentation** - VADC Data Specification, VADC Compilation and Submission Specifications and Bulletins

[Link to VADC documentation](https://www.health.vic.gov.au/funding-and-reporting-aod-services/vadc-documentation)

**Ensuring data quality** – Tips on how to ensure data quality for VADC data

[Link to Ensuring data quality](https://www.health.vic.gov.au/funding-and-reporting-aod-services/ensuring-data-quality)

**Funding and reporting** – Explanations on the different funding activity types

[Link to Funding of Alcohol and Drug Services](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services)

**DTAU and EOC/COT** **Derivation rules** - Click on the **Link** below and navigate to **Downloads**

[Link to DTAU and EOC/COT Derivation Rules](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services)

**Service Event Statement specification**



# Contact details

For assistance with:

* VADC data submission and the Service Event Statement – contact: vadc\_data@health.vic.gov.au
* Service targets – contact your divisional Agency Performance System Support (APSS)

Funding unit business rules – contact:  aod.enquiries@health.vic.gov.au

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