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| VADC Service Event Statement (SES) |
| Information Sheet v5 – October 2024 |
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# Service Event Statement

The department produces a Service Event Statement for service providers to help reconcile data accepted onto 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, contacts and Support Activity 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 the event could to be allocated based on the reported data ie. Drug Treatment Activity Unit (DTAU), Episode of Care (EOC) or Course of Treatment (COT).

## 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 you report to the VADC. This statement allows you to reconcile VADC data back to your in-house Client Management System (CMS). Service events in your **accepted** VADC submissions that have not been allocated funding units in the Service Event Statement may have been reported with the incorrect combination of key VADC data elements, or they may be ineligible for funding. By reviewing the key data elements reported for the service event, you can identify errors, correct records, 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 VADC performance report. The purpose of the service event statement is to assist you to identify and correct issues with data quality.

## 1.4 When is the Service Event Statement 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 is the Service Event Statement 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 automatically moved into the back-up folder. The back-up folder is automatically cleared every 7 days.

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

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

The Service Events tab includes:

* all service events which have been submitted and accepted in the current financial year. Where service events have a blank end date this 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

The Support Activity tab includes:

* all Support Activity 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* and *EOC and COT Derivation Rules*, which can be found at [Funding of alcohol and other drug services](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services) <https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services>.

Please note: DTAU and EOC/COT values displayed in the Service Event Statement are **provisional only**. These provisional figures are subject to the further application of funding rules to derive actual performance data as seen in VADC performance reports. For example, DTAU and EOC/COT will only appear in performance reports where a service provider has targets. Therefore, the provisional DTAU or EOC/COT displayed in the Service Event Statement may not fully align with VADC performance reports.

If a service event has been allocated provisional DTAU or EOC/COT a number greater than 0 will be shown in one or more of the following columns:

* EOC
* COT
* DTAU ServiceEvent Value
* DTAU Contact Value
* Total Support Activity Value

If a service event has not met rules to be allocated provisional DTAU or EOC/COT, a zero or blank space will show in one or more of the above columns.

Closed service events will show a Yes or No in the Forensic Flag column depending on whether they have been categorised as Forensic according to the VADC Specification rules. These rules are documented in part 4.2 of the *DTAU Derivation Rules.* Open events will not receive a Forensic Flag and will show a blank space.

## 1.8 Common causes of data quality issues

* **Service events remain open on the VADC database but are closed in the CMS**

This will occur if a service event has been closed retrospectively in your CMS after the record has been submitted and accepted. The service event must be resubmitted to be reflected as closed in the VADC database. Only closed service events can be allocated DTAU or EOC/COT and count towards a performance target.

* **Service events reported with an incorrect Funding Source, Service Stream and Target Population code combination**

Events reported with an incorrect code combination will not count towards a performance target. Please refer to your VADC Funded Activity Letter for your organisation’s valid funded activity codes.

* **Reporting activity you are not funded to deliver**

Please refer to your VADC Funded Activity Letter for your organisation’s valid funded activity codes.

* **Service events not accepted into the VADC due to data validation errors**

After each submission, please refer to the feedback validation report to identify, and then address validation errors. Data must be corrected and resubmitted before the affected service events will appear in the Service Event Statement.

* **Data elements not reported correctly**

Examples of data elements which are mandatory for some service events to be allocated DTAU or EOC/COT are: Significant Goal Achieved (SGA), Course Length, End Date, End Reason, Contact information, Target Population, Percentage Course Completed.

* **Forensic service events not reported correctly**

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, will not be recognised as forensic in VADC so the forensic flag column will display No.

Forensic EOC service events with ACSO ID = 9999999 or NULL for referrals IN will not be recognised as forensic in VADC so the forensic flag column will display No.

Visit [Ensuring data quality](https://www.health.vic.gov.au/funding-and-reporting-aod-services/ensuring-data-quality) <https://www.health.vic.gov.au/funding-and-reporting-aod-services/ensuring-data-quality> to find out more information on how to improve data quality for VADC data.

## 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 resubmitted through the MFT portal as per your usual submission processes. Affected service events will be overwritten with updated data, and any previously unsubmitted service events will be added.

Data resubmissions should be sent first to the test system to check that the issue is being rectified. Resubmission must be made in sequential order, one month at a time, and errors fixed before submitting the next month. Please refer to the [VADC Compilation and Submission Specification](https://www.health.vic.gov.au/funding-and-reporting-aod-services/vadc-documentation) <https://www.health.vic.gov.au/funding-and-reporting-aod-services/vadc-documentation>.

If you need assistance, please [email Victorian Alcohol and Drug Collection support](email%20Victorian%20Alcohol%20and%20Drug%20Collection%20support) <<mailto:vadc_data@health.vic.gov.au>>.

# Further information

**VADC documentation** - [VADC Data Specification, VADC Compilation and Submission Specifications and Bulletins](https://www.health.vic.gov.au/funding-and-reporting-aod-services/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](https://www.health.vic.gov.au/funding-and-reporting-aod-services/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](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services) [or derivation rules](https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services) <https://www.health.vic.gov.au/funding-and-reporting-aod-services/funding-of-alcohol-and-other-drug-services>

**Service event statement** – [Specifications](https://www.health.vic.gov.au/funding-and-reporting-aod-services/service-event-statement) <https://www.health.vic.gov.au/funding-and-reporting-aod-services/service-event-statement>

**Program Guidelines** – [Alcohol and other drug program guidelines](https://www.health.vic.gov.au/aod-service-standards-guidelines/alcohol-and-other-drug-program-guidelines)<https://www.health.vic.gov.au/aod-service-standards-guidelines/alcohol-and-other-drug-program-guidelines>

# Contact details

For assistance with:

* VADC data submission and the Service Event Statement – [email Victorian Alcohol and Drug Collection support](mailto:vadc_data@health.vic.gov.au) <[vadc\_data@health.vic.gov.au](mailto:vadc_data@health.vic.gov.au)>
* Service targets and Funded Activity Letter – contact your divisional Agency Performance and System Support (APSS)
* Funding unit business rules – [email AOD enquires](mailto:aod.enquiries@health.vic.gov.au) <[aod.enquiries@health.vic.gov.au](mailto:aod.enquiries@health.vic.gov.au)>

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