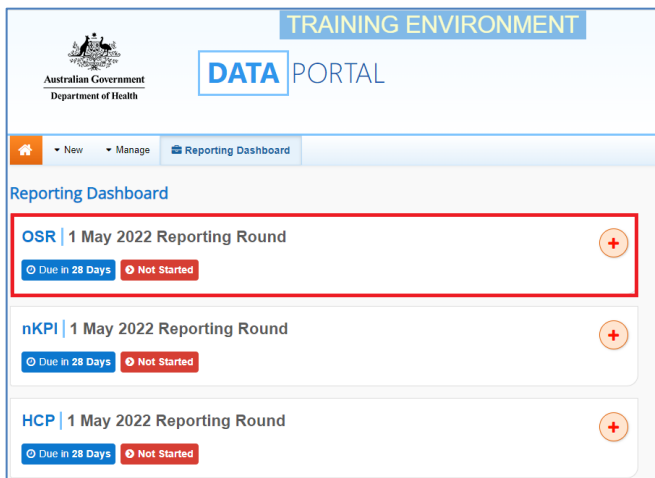To manually submit your Online Services Report (OSR) in the Health Data Portal, as a *Submission Uploader*:

1. Open the Health Data Portal through [Health Data Portal](#).
2. Log in using the information provided in the *Register for and Log in to the Health Data Portal* QRG.
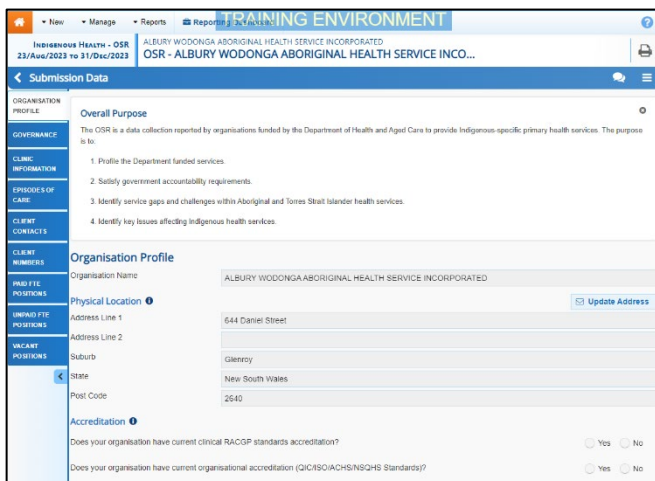
The Data Portal home screen will display with the *Reporting Dashboard* open.

3. To start your manual OSR submission, select ⊕ to the right of the OSR reporting round text in the Reporting Dashboard (*as highlighted above in red*).

⚠️ You can also start your manual submission by selecting [▾ New] and then selecting *Asset for Submission* from the list that displays.

A blank OSR form will display, broken down by sections on the left-hand side, and can now be populated with your data as required.

4. You can now start completing your OSR form (starting with the O*rganisation Profile* section) as required.

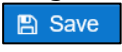The OSR form contains the following sections that need to be completed:

- **Organisation Profile** – here you need to answer questions regarding your health service's accreditation, smoke-free workplace, and incorporation status. You can also nominate your health service's main contact for your OSR report.

- **Governance** – here you need to answer questions about your governing committee/Board if you have one, and you are able to answer the questions.

- **Clinic Information** – for each of your service delivery sites enter information such as the site's opening hours, the catchment areas it services, the functions the site performs and how many clients attended the site during the collection period (estimating this the best you can).

- **Episodes of Care –** Enter your service's episodes of care (all contacts for a client in one calendar day) by gender and ATSI status for the last 12 months. Then confirm whether or not they are estimates. If you need assistance completing this section of the form, select ⓘ at the top of the form.

- **Client Contacts** – Enter your service's client contacts (individual client contacts/appointments) by gender and ATSI status for the last 12 months. If you need assistance completing this section of the form, select ⓘ at the top of the form.

- **Client Numbers –** Enter your service's clients (any individuals who used the service during the year) by gender and age group for the last 12 months. If you need assistance completing this section of the form, select ⓘ at the top of the form.

- **Paid FTE Positions** – if needed, you can manually enter the FTE details for all the paid positions your service has had over the last 12 months. You can also upload these values using your workforce profile spreadsheet. To do this, see the Work with the *Workforce Profile Spreadsheet in your OSR Submission*.

- **Unpaid FTE Positions** – if needed, you can manually enter the FTE details for all the unpaid positions your service has had over the last 12 months. You can also upload these values using your workforce profile spreadsheet. To do this, see the Work with the *Workforce Profile Spreadsheet in your OSR Submission*.

- **Vacant Positions** – enter the details of any positions that were vacant within your service on **30 June**.

⚠️ For more information on how to complete your OSR form, see *Submit your OSR Report (Manual Process)* in the detailed [user guide](#).

⚠️ Organisations funded only for M&CH services, should ONLY report on their M&CH health activity funded through the Indigenous Australians' Health Programme (for example the 1 or 2 funded staff positions who support Indigenous mothers and babies) rather than their entire client base and workforce.

5. To save your changes to each section as you go, select 💾 Save at the bottom of the form.

Data validation will run on the cells you have completed on the section and if there are any validation issues with your data, flags will appear in the *Notifications Tray.*

6. If data validation flags have been generated, read the messages in the *Notifications Tray* to determine whether any values in the section are incorrect and need to be amended, or if the values are correct in your view but may require further explanation.

⚠️ To open the *Notifications Tray* if it doesn't display, select 🔺 in the blue *Submission Data* bar at the top of the form.

If a value need to be amended:

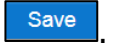a. Update the applicable value(s) in the required cell(s) to address the data validation issue(s).

⚠️ If you are unsure which value(s) needs to be updated, in the *Notifications Tray*, hover your mouse pointer to the right of the data validation flag title, select 👁️ and the applicable cells(s) will be highlighted in red.

b. To save the amendment and run data validation again, select 💾 Save at the bottom of the form.

The data validation flag relating to the value you have just amended should now have disappeared from the *Notifications Tray*.

⚠️ If you wish to add a comment for your colleagues explaining the changes you have made to the values, select ➕ New at the top of the *Notifications Tray* and add the details.

If you believe the value is correct:

a. In the **Notifications Tray**, hover your mouse pointer to the right of the data validation flag title, and select ↩️.

b. Select ▾ in the **Reason** field that displays and select the reason you are adding a comment from the drop-down list.

c. Enter your comment in the **Additional Information** field.

d. To save the comment, select Save.

e. Repeat this process for any other values in the section that need to be explained.

The comment(s) has been added and can be viewed by anyone accessing the submission in the Data Portal.

7. Repeat the above steps for each section of the form as required.

8. Once you have finished entering your data into the different tabs on the OSR form,
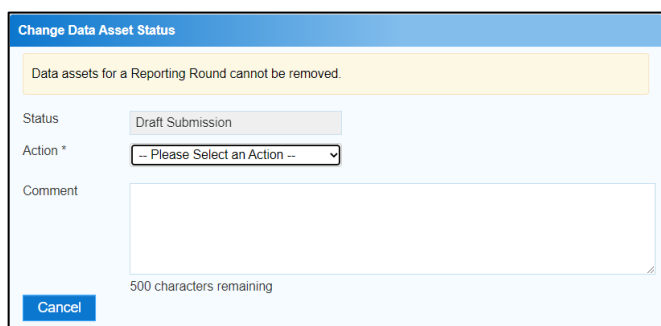
select **‹ Close** at the bottom of the form.

The Data Portal home screen will again display with the Reporting Dashboard open.

9. Before progressing your OSR submission through the submission workflow, answer either **Yes** or **No** to the two data sharing consent questions that display.

10. To save the changes, select **Save**.

11. To progress your OSR submission through the workflow, select **➲ Draft Submission** .

The Change Data Asset Status dialog box will display, informing you that your draft submission cannot be removed.

Change Data Asset Status

Data assets for a Reporting Round cannot be removed.

Status   Draft Submission

Action *   -- Please Select an Action --

Comment

500 characters remaining

Cancel

12. In the **Action** field, select ▼ and select the appropriate action.
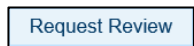
The available actions are:

- **Request Review** – Select this action to send your OSR submission to someone within your health service for review prior to it being submitted for approval.

- **Request Approval** – Select this action to send your OSR submission to your CEO or their representative for internal approval.

- **Request Interim Processing –** If you are a *Submission Reviewer* as well as a *Submission Uploader*, you can select this action to send your submission to the AIHW for review prior to it going to your CEO or their representative for approval. This process is known as *Interim Processing*.

🛈 If you can approve your OSR submission yourself, you will see the *Approve for Submission* option in the *Action* list. This allows you to approve your submission and submit it directly to the AIHW for processing.

13. In the **Comment** field, enter any comments regarding the action being performed on the submission.

14. One of the following options can now be selected when submitting your OSR report, depending on the action you have selected:

   a. To send your submission for internal review, select **Request Review** . See the *Review your OSR Submission (Submission Reviewer)* QRG for the next step in the process.

   b. To submit your OSR directly for approval to your CEO or their representative, select **Request Approval** . See the *Approve your OSR Submission (Submission Approver)* QRG for the next step in the process.

Your OSR submission has now been manually created and submitted to either your *Submission Reviewer* for review or your CEO or their representative for approval.

An automated email will be sent to all users within your health service that have been assigned the applicable role in the Data Portal (*Submission Reviewer* or *Submission Approver*) notifying them your OSR submission has been sent to them for action.