

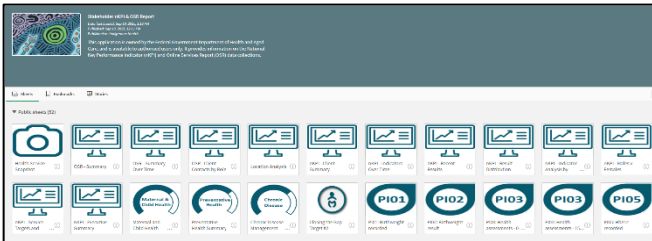


Overview

The *Qlik Stakeholder nKPI & OSR Report* contains 53 sheets that NACCHO, affiliate organisations and DSS Funding Agreement Managers (FAMs) can use to obtain a graphical view of health services' aggregated nKPI data, back to *December 2014*. These include a *Health Service Snapshot* sheet, an OSR – *Summary* sheet, an *nKPI – Client* summary sheet, *nKPI Summary sheets* covering the three indicator groupings, 23 individual indicator sheets and an *Organisation Masterlist* sheet.

When working in these sheets, you can compare data for selected health services for the current collection period to their data from previous periods or to the data for other health services in a particular comparison group, which you can create within the sheets. Comparison groups can be built using different elements such as remoteness, service size, state, and workforce characteristics.

Upon accessing the *Qlik Stakeholder nKPI & OSR Report*, the *Stakeholder nKPI & OSR Report* screen displays, containing individual tiles for the different sheets contained within, as detailed above.



The Health Service Snapshot sheet



The *Health Service Snapshot* sheet shows different aspects of summary information for your selected health service. This summary information includes: a service summary, Indigenous population breakdown, health assessment information, workforce FTE information, and targets information for the selected service.

- To display results for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the snapshot for.
- To continue, select ✓.

The *Health Service Snapshot* sheet will update to display the snapshot for the selected health service.

The following are the key elements of the *Health Service Snapshot* sheet:

- Top left section** – contains a summary profile of the selected health service, including information about their indigenous location, IRSEO rating and Indigenous client numbers.
- Indigenous client population Jun 2025 graph**– shows the breakdown of Indigenous clients (in raw numbers) for the selected health service, by age and gender.
- Service Summary table** – contains key summary organisational information for the selected service, such as their client numbers, episodes of care, and FTE numbers. This information displays for the three most recently completed collection periods.
- Indigenous client 715 health assessments** – shows the percentage of health assessments conducted by the selected health service, by age group and collection period. The data in the graph can be filtered by age group, gender and client and staff Indigenous status.
- Work Force FTE (key roles) – Jun 2025 table** – shows the number of FTE, per position type, for the selected health service.
- Targets graph** – shows the selected health service's most recent results for the five indicators (across seven focus areas) the service has been asked to enter their self-determined targets for in the nKPI form. It also shows the service's targets for each indicator/focus area for the most recently completed collection period, so you can see whether they have achieved their target, exceeded it, or fallen short.



Lastly, the national average result for each focus area is shown, to give context to the health service's results and targets.

The OSR – Summary sheet

The *OSR – Summary* sheet contains key information from the Online Services Report (OSR) which is submitted by health services each July.

The *OSR – Summary* sheet contains two tables:

- Summary over Time
- Summary by Service - Jun 2025

The Summary over time table

The *Summary over time* table shows key OSR summary information for all health services nationally (such as client numbers, episodes of care, FTE numbers and some funding information) for all collection periods, back to June 2017, allowing you to easily compare the information across different years.

If required, you can compare the OSR summary information for services of different states, remoteness, and service size.

1. To do this, first select **OSR Reporting Round** above the table and select a particular year you wish to focus on.
2. Once you have done this, you can then use **Reporting Round** at the top of the sheet and select the element you wish to compare the data for.

The table will then update to display information for the selected collection period, by the selected element.

The Summary by Service - Jun 2025 table

The *Summary by Service - Jun 2025* table displays the same key summary information, but for individual health services.

If needed, you can then filter the information using the different filter fields above the table. For example, you may only want to display the OSR summary information for services from a particular state or with a particular remoteness category. You may also wish to display the information only for certain types of services or for services with a certain number of GPs. You can of course display the information for a particular service as well if needed.

You can export the selected information from either of the tables by right-clicking on the table and selecting **Download as... > Data**.

The OSR – Summary Over Time sheet



The *OSR Summary Over Time* sheet displays Online Services Report (OSR) information for a selected health service (using **Service Name** on the left) through both graphs and numbers and is broken down into two sections.

Clients & Clinical Activity

This section (shown above) shows clients, episodes of care, episodes of care per client ratio and client contact numbers, in a graphical format, back to June 2016. On the *Episodes of Care per Client* graph, you can also see how the selected service's ratio compares to other health services across the country (set by default) or health



services in a comparison group you can set up yourself using the *Comparison Group* section.

Workforce



This section displays the selected service's *Total FTE*, *Indigenous FTE as % of Total FTE*, *Clinical FTE as % of Total FTE* *Clinical FTE per 1000 Clients*, *GP FTE per 1000 clients* and *Nurse FTE per 1000 Clients* in a graphical format.

In each of the graphs (*except for Total FTE*) you can also see how the service's data compares to other health services across the country (*set by default*) or health services in a comparison group you can set up yourself using the *Comparison Group* section.

The OSR - Client Contacts by Role sheet

The *OSR - Client Contacts by Role* sheet displays all client contacts for health services nationally as part of the yearly OSR data collection, back to June 2019, by profession type.

You can drill down on the contacts in the table by selecting + next to the applicable profession type, to display the client contacts by profession category. You can then repeat this process to display the client contacts for individual positions as needed.

If you wish to focus on a particular profession category or position, rather than just expanding the contacts manually, you can filter by profession type, category or individual position using the filter fields at the top of the sheet (e.g.,

Profession

You can also filter the client contacts by year and/or staff Indigenous status using the

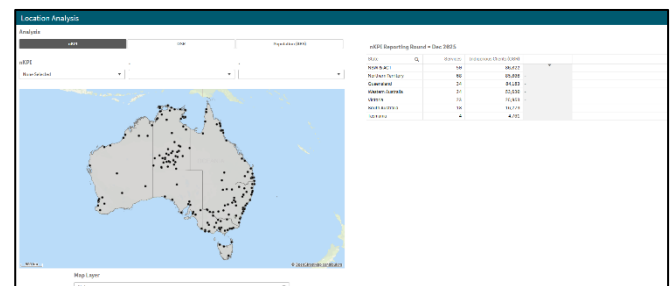
OSR Reporting Round

and **Staff Indigenous Status**

buttons in the top left-hand corner of the sheet.

Lastly, you can also filter the client contacts to only display contacts for health services with a certain number of Nurses, GPs and/or aboriginal health workers. For example, if you select 5+ from the GPs FTE filter field on the left-hand side of the sheet, then the client contacts displayed in the table will update to display only for reporting health services with 5 or more GPs.

The Location Analysis sheet



The *Location Analysis* sheet allows you to conduct geographical analysis, for both nKPI and OSR data, of health service data by state, Indigenous region etc as needed. For example, you can select a particular nKPI and get a visual representation on the map of how each state is performing for that nKPI, and then filter the results by state, Indigenous region etc to see how each individual service in that region is performing for the selected nKPI.

The *Map Layer* display measure that displays by default (underneath the map) and is covered in this guide, is *State*. However, *Indigenous Region*, *Indigenous Area*, *SA4* and *SA3* can also be used to change the display on the map in this sheet.

- To begin, select the key element you want the map to display. The options are **nKPI**, **OSR**, and **Population (ABS)**.

If nKPI is selected:

- Select the **nKPI** filter field and select the indicator/focus area you wish to view the results for on the map, from the list that displays.

The map will update to display each state as either red or green, depending on how each state is performing for the selected indicator/focus area.



If you wish to know more detail about each state's results for the selected indicator/focus area, simply refer to the *nKPI Reporting Round* table on the right-hand side of the sheet.

State	Services	Indigenous Clients (OSR)	PI02 Low
Northern Territory	68	86,573	17%
South Australia	19	20,168	16%
Western Australia	29	45,897	14%
Queensland	39	101,825	12%
Tasmania	7	6,361	12%
NSW & ACT	57	96,604	11%
Victoria	24	22,507	11%

- b. If you wish to see the results for each health service within the selected state, simply select the state in the table and then select ✓.

A list of services within the selected state, along with their results for the selected indicator/focus area will display in the *nKPI Reporting Round* table.

⚠ To return the sheet to the default view, simply remove the selected filter from the Filter bar by selecting ✕.

If OSR is selected:

- c. Select the **OSR** filter field and select the ratio you wish to view the results for on the map.

The map will update to display each state as either red or green, depending on how each state is performing for the selected ratio.

If you wish to know more detail about each state's results for the selected ratio. Simply refer to the *OSR Reporting Round = Jun 2025* table on the right-hand side of the sheet.

- d. If you wish to see the results for each health service within the selected state, simply select the state in the table and then select ✓.

A list of services within the selected state, along with their results for the selected ratio will display in the *OSR Reporting Round = Jun 2025* table.

⚠ To return the sheet to the default view, simply remove the selected filter from the Filter bar by selecting ✕.

If Population (ABS) is selected:

- e. Select the **Indigenous Population (ABS)** filter field and select the age group you wish to view the results for on the map.

The map will update to display each state in a particular shade of blue, based on the Indigenous population in each state.

- f. If you wish to know more detail about each state's Indigenous population, simply refer to the *Indigenous Population ABS Census 2021* table on the right-hand side of the sheet.

State	Services	Indigenous Clients (OSR)	Indigenous Population (ABS)	Clients(OSR) / Ind. Popn. (ABS)	Total Popn. (ABS)	Ind. P
Northern Territory	68	86,573	8,940	967%	454,499	
Queensland	39	101,825	42,502	239%	1,781,516	
South Australia	19	20,168	30,186	67%	557,571	
Western Australia	29	45,897	68,093	52%	2,668,026	
NSW & ACT	57	96,604	278,943	35%	8,072,163	
Victoria	24	22,507	65,546	34%	6,503,491	
Tasmania	7	6,361	237,383	3%	5,156,138	

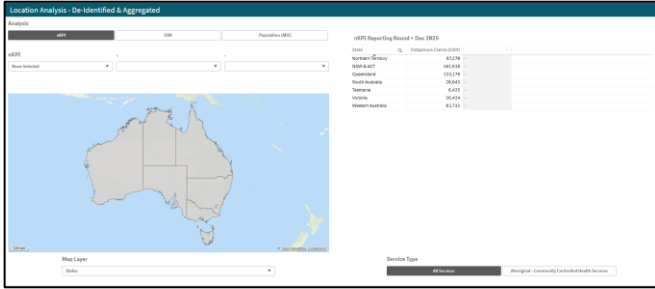
If you wish to see the Indigenous population for each health service within the selected state, simply select the state in the table and then select ✓.

A list of services within the selected state, along with their Indigenous population will display in the *Indigenous Population ABS Census 2021* table.

⚠ To return the sheet to the default view, simply remove the selected filter from the Filter bar by selecting ✕.

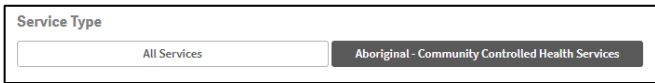


The Location Analysis – De-Identified & Aggregated sheet



The *Location Analysis – De-Identified & Aggregated* sheet works the same as the *Location Analysis* sheet, with a couple of differences:

- The selected data in the *Location Analysis – De-Identified & Aggregated* sheet can't be viewed by individual service
- The *Service Type* toggle at the bottom of the *Location Analysis – De-Identified & Aggregated* sheet can be used to filter the displayed values to show only for ACCHS' if needed.



For more information on how this sheet works, see the *The Location Analysis sheet* section on the previous page.

The nKPI – Client Summary sheet

The *nKPI – Client Summary* sheet contains key client information from the national Key Performance Indicator (nKPI) report, which is submitted by health services each *January* and *July*.

The *nKPI – Client Summary* sheet contains two tables:

- Summary by Reporting Round
- Summary by Service Dec 2025

The Summary by Reporting Round table

Value	01/2014	01/2015	01/2016	01/2017	01/2018	01/2019	01/2020	01/2021	01/2022	01/2023	01/2024	01/2025
Regular clients	101,448	102,237	103,026	103,815	104,604	105,393	106,182	106,971	107,760	108,549	109,338	110,127
Current smokers	10,123	10,123	10,123	10,123	10,123	10,123	10,123	10,123	10,123	10,123	10,123	10,123

The *Summary By Reporting Round* table contains a table showing key nKPI summary information for all health services nationally (such as the number of regular clients, clients with Type 2 Diabetes and the number of current smokers) for

all collection periods, back to *June 2017*, allowing you to easily compare the information across different years.

If required, you can compare the nKPI client summary information for services from different *states, remoteness, and service size*.

1. To do this, first select **nKPI Reporting Round** above the table and select a particular year you wish to focus on.
2. Once you have done this, you can then use **Reporting Round** at the top of the sheet and select the element you wish to compare the data for.

The table will then update to display information for the selected collection period, by the selected element.

The Summary by Service – Dec 2025 table

Service ID	Service Name	State	Remoteness	Service Size	CHS PTD	Non-CHS PTD	CHS nKPI	Non-CHS nKPI	CHS OSR	Non-CHS OSR
1311	Green Coast Health	NSW	1	1,577	45	1,532	551	1,027	411	118
1441	Central Queensland Health	QLD	2	1,114	114	1,000	319	681	289	108

The *Summary by Service* table displays the same key summary information, but for individual health services.

If needed, you can then filter the information using the different filter fields above the table. For example, you may only want to display the client information for services from a particular *state* or *remoteness*. You may also wish to display the information only for certain types of services or for services with a certain number of GPs. You can of course display the information for a particular service as well if needed.

You can export the selected information from either of the tables by right-clicking on the table and selecting **Download as... > Data**.



The nKPI – Indicators Over Time sheet

The *nKPI – Indicators Over Time* sheet contains the *nKPI Results by Reporting Round* table, which displays aggregated national results for all indicators/focus areas for all collection periods, back to June 2017. Where the results for an indicator/focus area are improving, the values will display in *green*. Where the results are getting worse over time, they will display in *red*.

Where there has been a change to an indicator’s specification, a – will display for that indicator prior to the specification change occurring.

- To remove an indicator’s/focus area’s results from the table, simply select the applicable button (e.g., **PI01**) in the **Remove Indicator** column.

The filter fields at the top of the sheet can be used to filter the results in the table as/if needed. For example, you may wish to only show the aggregated results for services from a particular state using **State**.

To display the results for a particular health service, simply select the service using

Service Name

The nKPI – Recent Results sheet

The *nKPI – Recent Results* sheet allows you to view results for multiple health services, across multiple indicators, on the one sheet. All health services currently required to report their nKPIs will display alphabetically on the sheet by default, in a table in the middle of the sheet.

- To view indicator results for the listed health services, select the applicable indicator button (e.g., **PI01**) from the **Add Indicator** column on either the left or right-hand side of the sheet.

The table will update to display the results for the selected indicators.

The filter fields at the top of the screen can be used to filter the results in the table as/if needed. For example, you may wish to only show the results for services from a particular state using

State

In addition to health service results, you can also add health service targets to the table using

Targets

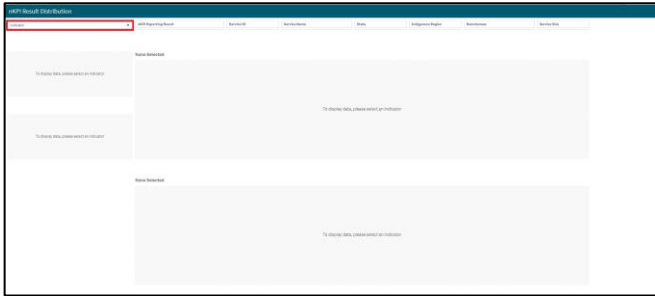
The Highlight Upper/Lower % section

The *Highlight Upper/Lower %* section at the bottom of the sheet can be used to colour-code the results displaying in the table. For example, if **Upper/Lower 10 %** is selected, the services whose results for a particular indicator are in the top 10% will be highlighted in green **100%**,



while the results for the services in the bottom 10% for the indicator will be highlighted in red 42%. The closer a service's results are to the top, the darker green they will be, while the closer a service's results are to the bottom, the darker red they will be.

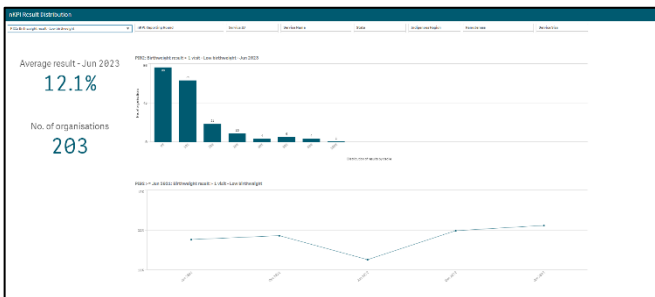
The nKPI - Result Distribution sheet



The *nKPI - Result Distribution* sheet allows you to see the distribution of results for a selected indicator over percentile bands and over time. You can then filter the results if needed to see these distributions for a particular state, remoteness or service size or a combination of these.

- To display results for a particular indicator/focus area, select the filter field at the top of the sheet and select the indicator/focus area you wish to display the result distribution for.

The sheet will now update to show the result distribution information for the selected indicator/focus area.



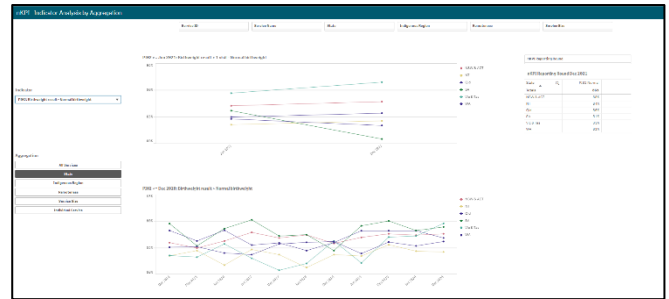
The *nKPI Result Distribution* sheet contains the following sections:

- Average result – June 2025** – displays the national average percentage for the selected indicator/focus area.
- No. of organisations** – displays the number of organisations whose results are included in the distribution

- Top indicator/focus area graph** – shows the number of health services whose results for the selected indicator/focus area fall within a particular percentile band.
- Bottom indicator/focus area graph** – shows the national average results for the selected indicator/focus area, for each collection period, back to June 2021

⚠ If needed, you can filter the displayed results by state, remoteness etc using the filter fields at the top of the sheet.

The nKPI - Indicator Analysis by Aggregation sheet



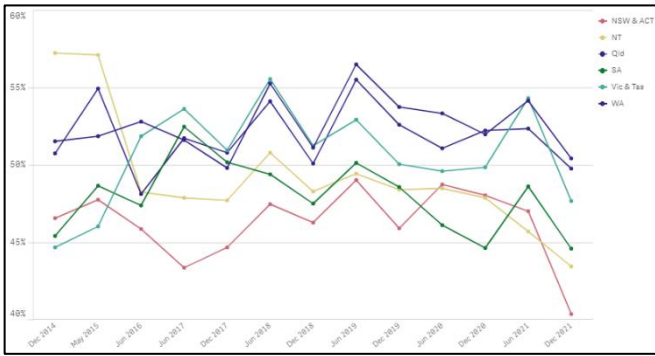
The *nKPI - Indicator Analysis by Aggregation* sheet allows you to view results over time for a selected indicator by *State, Indigenous Region, Remoteness, Service Size* and *Individual Service*.

⚠ *State* will default as selected.

- To begin, select ▼ in the **Indicator** section and select the indicator/focus area you wish to view the results for.
- Now use the **Aggregation** section to determine what displays in the graph in the middle of the sheet. The options are:
 - State
 - Indigenous Region
 - Remoteness
 - Service Size
 - Individual Service



State (example screen)



1. To display the self-determined targets for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the percentages for.
2. To continue, select ✓.

The sheet will update to display the targets and results for the selected health service.

The nKPI – Males v Females sheet

The *nKPI – Males v Females* sheet shows percentage breakdowns, by gender, for each indicator result back to June 2019.

1. To display results for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the percentages for.
2. To continue, select ✓.

The *nKPI – Males v Females* sheet will update to display male v female nKPI percentages for the selected health service.

The nKPI - Service Targets and Reported Values sheet

The *nKPI – Service Targets and Reported Values* sheet by default displays the self-determined targets and accompanying results for the selected indicators/focus areas for all health services from *June 2023 to Dec 2027*.

The nKPI - Executive Summary sheet

The *Executive Summary* sheet of the *Qlik Stakeholder nKPI & OSR Report* allows you to see your selected health service's results for the three most recent collection periods for each indicator, by indicator grouping. It also shows their targets and how their results compare to the results of the pre-determined comparison groups sourced from the *Qlik nKPI Summary sheets*.

3. To display results for a particular health service, select the filter field at the top of the sheet and select the health service you wish to view the summary data for.
4. To continue, select ✓.

The *Executive Summary* sheet will now update to display summary nKPI information for the selected health service.



The following are the key elements of the *Executive Summary* sheet:

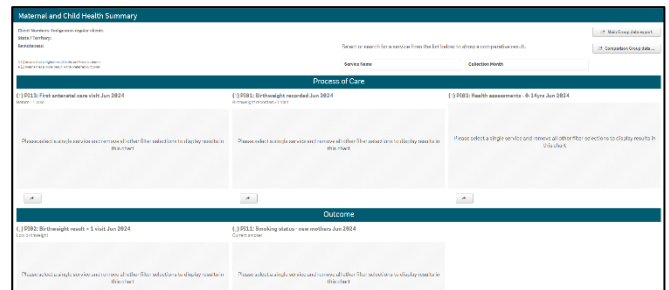
- **Latest Round** filter field – allows you to change the nKPI collection periods displayed in the tables, so you can view historical data if needed.
- **Custom** filter fields – display at the top of the sheet and allow you to build your own customised comparison group, for which results will then display in the *Comparison group* table.
- **Indicator and nKPI** columns – describe each of the indicators included in the table for the applicable grouping.
- **The Focus Area** column - where applicable, displays the focus area for the indicator (for example *Low* birthweight for PI02 or *Current* smoker for PI10).
- **The Preferred outcome** column – Higher ↑ informs you whether the desired result for the indicator is for a higher or lower result
- **Collection period** columns – shows your selected health service’s results for the last three collection periods for each of the indicators in the specified grouping. If a result is *better* than the corresponding result for the previous collection period, it will appear in *green*. If a result is *worse* than the corresponding result for the previous collection period, it will appear in *red*.
- **The My Service Target** column – shows your selected health service’s self-determined target for the most recent collection period for each of the applicable indicators.
- **The comparison group** columns – shows the results for the most recently completed collection period for the comparison groups shown in the nKPI summary sheets and the customised comparison group, that can be set using the custom filter fields at the top of the sheet.

The nKPI Summary sheets

The *Stakeholder nKPI & OSR Report* contains three *nKPI Summary sheets*:

- Maternal and Child Health (*shown in this guide*)
 - Preventative Health
 - Chronic Disease Management
1. To open one of the *nKPI Summary sheets*, select the top half of the app for the required sheet on the *Stakeholder nKPI & OSR Report* screen.

The selected *nKPI Summary sheet* will display.



2. To display results for a particular health service, select the Service Name filter field at the top of the sheet and select the health service you wish to view the summary data for.
3. To continue, select ✓.

🚫 NACCHO and state sector support organisations will only be able to select from those health services who have agreed to share their processed data with them.

The sheet will now update to display summary data for the selected indicator grouping.



The top half of each of the summary sheets shows how the selected health service’s data for the applicable *Process of Care* indicators, for the current (*dark blue bar*) and immediately previous collection periods (*light blue dot*) compares to the national average (*orange bar*) and the results for



services of the same size (*grey*), state (*green*) and remoteness (*brown*).

The bottom half of the sheet contains the same information as the top half of the sheet, but for the *Outcome* indicators.

Other nKPI Summary Sheet Functions/Buttons

- An arrow displays next to the title of each indicator in the sheet and will point *up* if a high result is the preferred outcome for the indicator or *down* if a low result is preferred.

- This button displays beneath each indicator graph and, when selected, opens the individual sheet for the selected indicator.

- Select this button to display (in table form) nKPI data for the selected health service(s) for every data collection period, back to *December 2014*. From here, you can export the data to Excel as needed by right clicking on the table, selecting **Download as... > Data** and then selecting the link to download the file.

For more information, see the *Data Export – Main Group* sheet section below.

- Select this button to display (in table form) the national data set for every indicator, for every data collection period, back to *December 2014*. From here you can export the data to Excel as needed by right clicking on the table, selecting **Download as... > Data** and then selecting the link to download the file.

For more information, see the *Data Export – Comparison Group* sheet section below.

The *Preventative Health* and *Chronic Disease Management Summary* sheets are in the same format and contain the same parameters as the *Maternal and Child Health Summary* sheet, so they are not specifically covered in this guide.

The Closing the Gap Target #2 sheet



1. To display the results for a particular health service, select the

filter field on the left-hand side of the sheet. and select the required health service.

2. To continue, select .

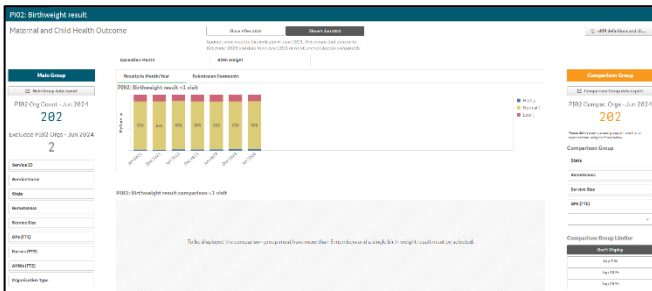
The *Closing the Gap Target #2* sheet shows how the selected health service's national PI02 healthy birthweight results (*the blue bars*) compare to the Closing the Gap Target #2 (*represented by —*) which is to increase the proportion of Aboriginal and Torres Islander babies with a healthy birthweight to 91% by 2031.

The comparison group (*displaying as —*) that displays in the graph defaults to be the national average but can be changed if needed by creating your own customised comparison group using the *Comparison Group* section on the left-hand side of the sheet.

In addition to the graph, the data contained within this sheet will also display as a data table on the right-hand side of the sheet. The data in this table can be exported to Excel as needed by right-clicking on the table and selecting **Download as... > Data**.



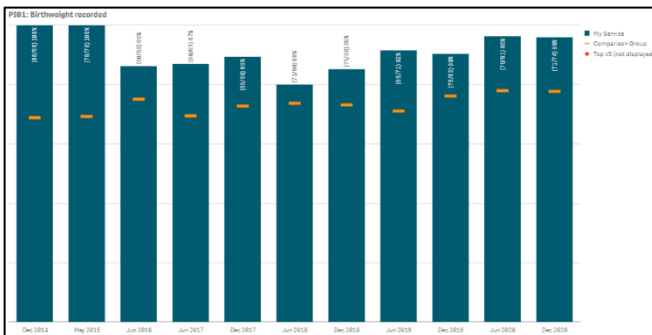
Individual Indicator sheets



In addition to the summary sheets for the three indicator groupings, the *Qlik Stakeholder nKPI & OSR Report* also contains individual sheets for each of the indicators.

! The screenshots shown above are of *PI01: Birthweight recorded* and *PI02: Birthweight result* as they represent the two different individual nKPI sheets (*single dimension indicator sheets and sheets for indicators with multiple result bands*). The features detailed below are common to both sheet types.

Layout view/Main Screen Window



The main section of an individual indicator sheet shows, by default, the results for the selected health service for the selected indicator, back to *December 2014*, using a bar graph.

The — line on each bar of the graph represents the results of any selected comparison group for each collection period. If you have not yet created a comparison group, this will represent the national averages for all health services.

For the five indicators for which the AIHW has set national trajectories, a — line will appear on the graph from June 2021 onwards, showing the health service's self-determined targets for the indicator.

! Any comments entered in the nKPI form by either the health service or the AIHW regarding the service's data will be visible through the *Submission Comments* tab.

Main Group Section

Main Group

Main Group data export

PI02 Org Count - Jun 2024

202

Excluded PI02 Orgs - Jun 2024

2

Service ID

Service Name

State

Remoteness

Service Size

GPs (FTE)

Nurses (FTE)

AHWs (FTE)

Organisation Type

The *Main Group* section of the individual indicator sheets within the *Qlik Stakeholder nKPI & OSR Report* displays on the left-hand side of each of the sheets and can be used to filter the bar graph to display results for health services, states, remoteness categories etc, rather than the default national averages.

- To filter the national averages initially displayed in the graph, select the applicable filter field Service Name in the *Main Group* section (e.g., *Service Name, as you wish to compare the results for a particular service to those of the rest of their state*).

! For NACCHO and sector support organisations, you will only be able to select from those applicable health services who have agreed to share their processed data with you.

- Select the applicable option from the list that displays and then select ✓.



The selected filter will be applied to the graph and the results will update accordingly.

- Repeat the process for all other filters to be added.

To remove any of your selections, simply select against the selection in the grey *Selection Bar* at the top of the screen



Comparison Group Section

Comparison Group

Comparison Group data export

PI02 Compar. Orgs - Jun 2024

202

Please define a comparison group of more than 5 organisations using the filters below.

Comparison Group

State

Remoteness

Service Size

GPs (FTE)

The *Comparison Group* section displays on the right-hand side of all individual nKPI sheets and is used to build a comparison group of health services sharing similar characteristics (such as state, remoteness category etc). When a comparison group is created, the graph will be redrawn and the on the graph will now represent the results of the selected comparison group rather than the default national averages.

- To create your comparison group, select the applicable option in the *Comparison Group* section (e.g., *State as you wish to compare the state results to those of a particular health service within that state*).
- Select the applicable option from the list that displays, and then select .
- Repeat the process for any other characteristics to be added to your comparison group.

Your comparison group has now been created and the comparison group results shown in the

graph (represented by) will update accordingly.

To remove your selections, simply select against each selection in the grey *Selection Bar* at the top of the screen .

Comparison Group Limiter Section

Comparison Group Limiter

Don't Display

Top 5 %

Top 10 %

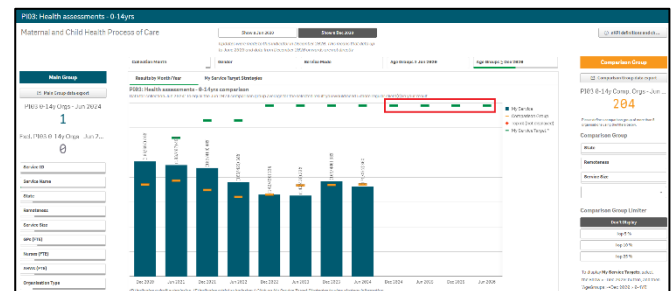
Top 25 %

In addition to comparing results for the selected health service(s) for the current/latest collection period to other health services with similar characteristics, you can also compare the selected health service results for the selected indicator to the *Top 5*, *10* and *25 percent* of health services in any comparison group you have created in the *Comparison Group* section of the sheet.

To do this, simply select the applicable button in the *Comparison Group Limiter* section in the bottom right-hand corner of the sheet. Once selected, the average results for the selected grouping of higher performing organisations will display as in the graph, while the averages for the entire comparison group will continue to be represented by the .

The and buttons detailed above for the *nKPI Summary* sheets, are also available in each of the individual indicator sheets.

nKPI Targets




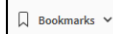
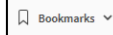
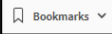
Once a health service has entered their self-determined targets for PI03, 05, 14, 18 and 23 into their nKPI form, these targets will then display as green lines () on the graphs within




the applicable individual indicator sheets (as highlighted above) in the *Qlik Stakeholder nKPI & OSR Report*. The target lines will allow you to see, for each collection period, whether the selected health service has reached or exceeded the targets for the selected indicator or are yet to do so.

While the health service targets for some of the indicators will display as soon as you select the applicable sheet, some selections will need to be made to get the targets to display for others. Bookmarks have been created in Qlik for these indicators to make it easier for you to display the targets

To display the targets for each applicable indicator in Qlik:


- **PI03 (0-4 years)** – Open the *PI03 0-14 yrs* sheet, select  and then right click on "My Service Targets-PI03-0-4YRS" and select **Apply selections only**. The targets will display.
- **PI03 (25-54 years)** - Open the *PI03 15-65yrs+* sheet, select  and then right click on "My Service Targets-PI03-25-54YRS" and select **Apply selections only**. The targets will display.
- **PI03 (55YRS+)** - Open the *PI03 15-65yrs+* sheet, select  and then right click on "My Service Targets-PI03-55yrs+" and select **Apply selections only**. The targets will display.
- **PI05** – Open the *PI05: HbA1c recorded* sheet, select  and then right click on "My Service Targets-PI05-Previous 12 months" and select **Apply selections only**. The targets will display.
- **PI14** – Open the *PI14: Immunised against influenza* sheet and the targets will display. The targets will display.
- **PI18** – Open the *PI18: Kidney function test – Type 2 Diabetes* sheet and the targets will display. The targets will display.
- **PI23** – Open the *PI23: Blood pressure recorded* sheet and the targets will display. The targets will display.

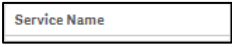

 If you have entered accompanying strategy text for the applicable indicator in the *nKPI*



Targets tab of your nKPI form, this text can be seen by selecting the *My Service Target Strategies* tab in the applicable individual indicator sheet.

The nKPI - Data export – Main Group sheet

The *nKPI - Data Export – Main Group* sheet displays (in table form) nKPI data for the selected Health Service(s) for every collection period, back to *December 2014*.

 If you haven't selected a particular health service on one of the other sheets, then data for all health services will display here.

4. To select a particular health service to export data for, select .
5. Select the applicable service from the list that displays, and then select .

 If you wish to, you can further filter the data by selecting  at the top of any column in the table and making the required selection. For example, you may only require the service's data for a particular collection period or for a subset of indicators.

6. To export the data to Excel right click anywhere on the table, select **Download as... > Data** and then select the link to download the file.



The selected data has now been downloaded into a Microsoft Excel spreadsheet for use as needed.



The nKPI - Data export – Comparison Group sheet

The *nKPI - Data Export – Comparison Group* sheet displays (in table form) the national nKPI data set for every collection period, back to *December 2014*.

1. To filter the data that displays in the table, select the applicable filter field(s) above the table as required. For example, you may wish to export data only for services in Queensland without GPs.
2. Select the applicable option from the list that displays, and then select .

 If you wish to, you can the further filter the data by selecting  at the top of any column in the table and making the required selection. For example, you may only require data for the latest collection period or for a subset of indicators.

3. To export the data to Excel, right click anywhere on the table, select **Download as... > Data** and then select the link to download the file.

The selected data has now been downloaded into a Microsoft Excel spreadsheet for use as needed.

The Export of Current Reporting Round sheet

The *Export of Current Reporting Round* sheet displays key OSR and nKPI data in the one table, so it can be easily exported together into Excel as/if needed.

By default, the table displays key OSR data (such as Episodes of care, client numbers and client contacts) and results for each of the applicable nKPIs. Extra information, such as organisation characteristics, service sites and data sharing consent responses, can be add to the table if needed.

1. To add further information to the table, select the applicable button (such as) from **Include Data** column on the left-hand side of the sheet.

The table will now be updated to include the selected information.

2. To export the data in the table to Excel, right-click on the table and select **Download as...** and then select **Data**.
3. In the window that displays, select .
4. In the Export complete window, select the link.

The data has now been exported to and Excel spreadsheet for saving and/or sharing as needed.



The OSR – Data Export sheet

The screenshot shows the 'OSR - Data Export' sheet. It includes a 'Data Export' section with a warning about data accuracy and a table with columns for 'Reporting Period', 'Service Name', and various OSR metrics. The table contains data for multiple reporting periods and services.

The *OSR – Data Export* sheet allows you to export summary OSR data for your selected service(s) or cohort, to a Microsoft Excel spreadsheet. This sheet contains several different tables, covering different elements of OSR data.

1. Select in the *Organisations* section of the sheet and select the health service you wish to view the OSR data for.
2. To continue, select .

You can use the other filter fields in the *Organisations* section of the sheet if needed to display the data set for a particular cohort of health services. For example, all NSW/ACT services with a remoteness category of “Major Cities”.

Once you have applied the required filters to the data set, you can then export the data to Excel as needed.

3. To do this, right-click on the applicable data export table and select **Export > Export data**.
4. In the window that displays, select the **Click here to download your data** file link.
5. In the Download bar that displays at the bottom of the sheet, select the arrow, and then select **Open**.

The Microsoft Excel spreadsheet containing the selected data set will now display and can be edited, saved, and shared as needed.

The Organisation Masterlist sheet

The screenshot shows the 'Organisation Masterlist' sheet. It has two main sections: 'Characteristics' on the left and 'Calculations' on the right. The 'Characteristics' section has a list of filters, and the 'Calculations' section has a list of calculation options. The main table area is currently empty.

The *Organisation Masterlist* sheet allows you to overlay different organisational characteristics to display combinations of data for reporting health services, using the *Characteristics* section on the left-hand side of the sheet and the *Calculations* section on the right-hand side of the sheet.

The *Characteristics* section is where you select the characteristic you wish to add to the master list.

The *Calculations* section produces values for the selected characteristic.

The following is an example of how a FNHD user could use the organisation master list:

1. Select under **Add Characteristic** in the **Characteristics** section on the left-hand side of the sheet.
2. Select under **Add Calculation** in the **Calculations** section on the right-hand side of the sheet.
3. Select under **Add Calculation** in the **Calculations** section on the right-hand side of the sheet.

The screenshot shows the 'Organisation Masterlist' sheet with data populated. The 'Characteristics' section has 'Service Name' selected. The 'Calculations' section has 'Clients' and 'Organisation Members' selected. The main table displays data for various services, including columns for 'Service Name', 'Clients', and 'Organisation Members'.

The *Organisation Masterlist* sheet is now updated to display the list of health services on the left-hand side of the table, with their client and member numbers displaying on the right-hand side.

If required, you can export the data out of Qlik and into an Excel spreadsheet by right-clicking anywhere on the table and selecting **Download as... > Data**.



⚠ If required, you can limit the data being displayed in the master list to a particular collection period, using the **OSR Reporting Round** filter field at the top of the sheet.

The OSR – Service Sites sheet

Service ID	Service Name	State	OSR	ATSI	Service Sites
1000	Aboriginal Health Services	NT	1	1	1
1001	Aboriginal Health Services	NT	1	1	1
1002	Aboriginal Health Services	NT	1	1	1
1003	Aboriginal Health Services	NT	1	1	1
1004	Aboriginal Health Services	NT	1	1	1
1005	Aboriginal Health Services	NT	1	1	1
1006	Aboriginal Health Services	NT	1	1	1
1007	Aboriginal Health Services	NT	1	1	1
1008	Aboriginal Health Services	NT	1	1	1
1009	Aboriginal Health Services	NT	1	1	1
1010	Aboriginal Health Services	NT	1	1	1
1011	Aboriginal Health Services	NT	1	1	1
1012	Aboriginal Health Services	NT	1	1	1
1013	Aboriginal Health Services	NT	1	1	1
1014	Aboriginal Health Services	NT	1	1	1
1015	Aboriginal Health Services	NT	1	1	1
1016	Aboriginal Health Services	NT	1	1	1
1017	Aboriginal Health Services	NT	1	1	1
1018	Aboriginal Health Services	NT	1	1	1
1019	Aboriginal Health Services	NT	1	1	1
1020	Aboriginal Health Services	NT	1	1	1
1021	Aboriginal Health Services	NT	1	1	1
1022	Aboriginal Health Services	NT	1	1	1
1023	Aboriginal Health Services	NT	1	1	1
1024	Aboriginal Health Services	NT	1	1	1
1025	Aboriginal Health Services	NT	1	1	1
1026	Aboriginal Health Services	NT	1	1	1
1027	Aboriginal Health Services	NT	1	1	1
1028	Aboriginal Health Services	NT	1	1	1
1029	Aboriginal Health Services	NT	1	1	1
1030	Aboriginal Health Services	NT	1	1	1
1031	Aboriginal Health Services	NT	1	1	1
1032	Aboriginal Health Services	NT	1	1	1
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1038	Aboriginal Health Services	NT	1	1	1
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1045	Aboriginal Health Services	NT	1	1	1
1046	Aboriginal Health Services	NT	1	1	1
1047	Aboriginal Health Services	NT	1	1	1
1048	Aboriginal Health Services	NT	1	1	1
1049	Aboriginal Health Services	NT	1	1	1
1050	Aboriginal Health Services	NT	1	1	1
1051	Aboriginal Health Services	NT	1	1	1
1052	Aboriginal Health Services	NT	1	1	1
1053	Aboriginal Health Services	NT	1	1	1
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1095	Aboriginal Health Services	NT	1	1	1
1096	Aboriginal Health Services	NT	1	1	1
1097	Aboriginal Health Services	NT	1	1	1
1098	Aboriginal Health Services	NT	1	1	1
1099	Aboriginal Health Services	NT	1	1	1
1100	Aboriginal Health Services	NT	1	1	1

The *OSR – Service Sites* sheet lists all health services, along with the number of sites and clients each service has. It also contains a map with the geographical locations of all sites.

- To view the details of a particular health service's sites, simply select the health service in the table and select ✓.

The map will update to focus on the selected service and its sites and the *Site Details* table at the bottom of the sheet will update to display details for each of the service's sites including the number of clients for each site, the site's address and the days of the week each site is open.

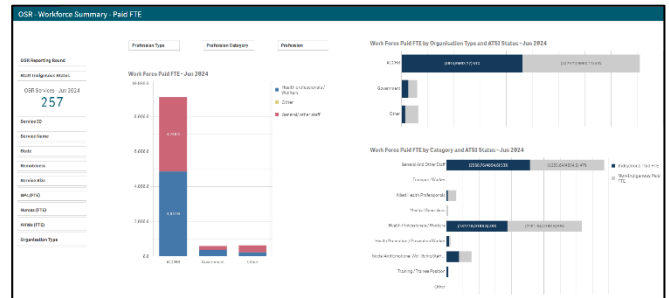
The OSR – Service and Site Address List sheet

Service ID	Service Name	State	OSR	ATSI	Service Sites
1000	Aboriginal Health Services	NT	1	1	1
1001	Aboriginal Health Services	NT	1	1	1
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1100	Aboriginal Health Services	NT	1	1	1

The *OSR – Service and Site Address List* sheet can be used to easily export a list of service addresses out of Qlik to be used as needed. The list contains the address details of each health service, along with each of their sites.

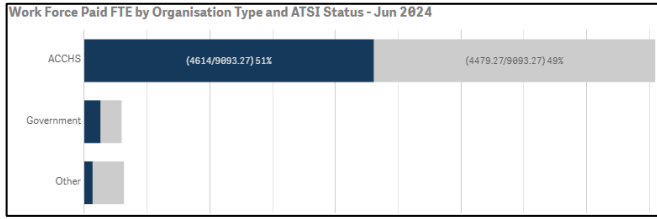
- To export the data to Excel, right click anywhere on the table, select **Download as... > Data** and then select the link to download the file.

The OSR – Workforce Summary – Paid FTE sheet

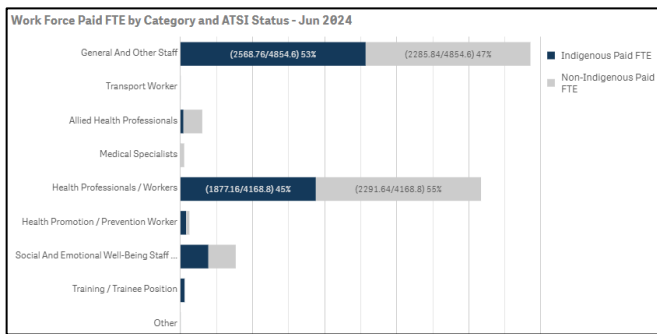


The *OSR – Workforce Summary – Paid FTE* sheet displays, by default, national summary workforce information, showing the breakdown of FTE for position types by organisation type, category and ATSI status.

The *Filter* section on the left-hand side of the sheet can be used as needed to filter the workforce summary data by characteristics such as *state*, *remoteness* or *service*



The *Work Force Paid FTE by Organisation Type and ATSI Status* graphs show the breakdown of Indigenous and non-Indigenous FTE by organisation type/category for whatever characteristics have been selected in the *filter* section.



The *Work Force Paid FTE by Category and ATSI Status* graphs show the breakdown of Indigenous and non-Indigenous FTE by profession category for whatever characteristics have been selected in the *filter* section.

The OSR – Workforce Detail sheet

The *OSR – Workforce Detail* sheet displays more detailed workforce information for the selected health services.

2. Select in the *Organisations* section if needed and select the health service you wish to view the workforce data for.
3. To continue, select .

The *Workforce over Time* table displays the *Paid*, *Unpaid* and *Vacant FTE* values for the selected service, by position grouping first and then by individual position (e.g., *CEO*, *Pharmacist*, *Cardiologist*).

To expand the information in the table, simply right-click in the first column in the table and select **Expand / collapse > Expand all**. You will now be able to see the FTE for all position types and positions.

The OSR - Comments sheet

The *OSR - Comments* sheet is used by FNHD to identify discrepancies between health services' episodes of care and client number data from year to year. It can also be used to identify any Episodes of Care (EOC) to client ratios for the most recent collection period that are outside of the expected range. Once the discrepancies are identified the *Comments* table in the sheet can then be used to identify why the discrepancies are occurring.

Current EOC / Previous EOC

Current Clients / Previous Clients

EOC / Client Ratio Jun 2022

This section allows you to decide which OSR information you wish to compare, to identify discrepancies for.

Reporting Round

Service Name

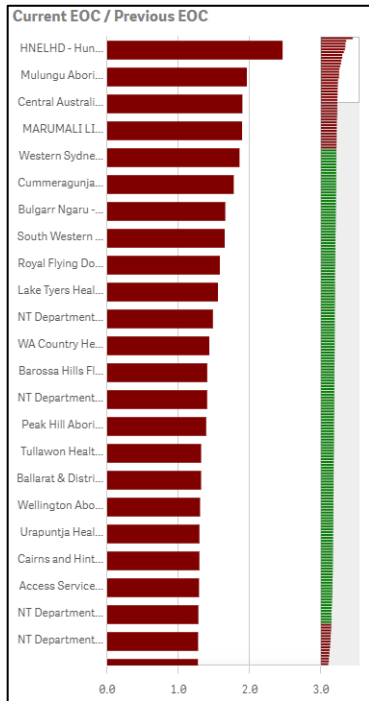
Service ID

OSR Comment Type

OSR Comment Status

OSR Comment Reason

The *Filter* section of the sheet allows you to filter the information displaying on the right-hand side of the sheet by characteristics such as *reporting round*, *health service* and *OSR comment characteristics*.



The graph lists the health services with the highest calculated ratio at the top of the graph, to the services with the lowest ratios at the bottom. Those ratios that are outside of the desired range and should be investigated in more detail, are shown in red.

Service	Episodes of Care Jun 2024	Episodes of Care Dec 2023	Results (EOC)	Difference between current and previous Episodes of Care	Comment Count
HNELHD - Hunter New England Local Health District	2217	991	High	59%	12
Mulungu Aboriginal Corporation Medical Service (Korandja Clinic)	2047	1504	High	49%	33
Central Australian Aboriginal Congress - Imampa Community Health Centre	1542	813	High	47%	36
MARUMALI LIMITED	2038	1077	High	47%	28
Western Sydney Local Health District	2087	1512	High	46%	49
Cummeragunja Housing & Development Aboriginal Corp	2104	1185	High	44%	39
Bulgarr Ngaru - Richmond Valley	34107	20623	High	40%	6
South Western Sydney Local Health District	654	518	High	39%	48
Royal Flying Doctor Service of Australia (Queensland Section) Limited	25978	16438	High	37%	42
Lake Tyers Health & Childrens Services Association Inc	3959	2548	High	36%	24
NT Department of Health - Willows Community Health Centre	4456	3004	High	33%	28

The table lists all reporting health services, along with the applicable numbers, based on the selection you have made on the left-hand side of the sheet.

- To investigate a service in more detail by displaying the comments attached to their values, select the service, and then select that displays.

OSR Comment Content	OSR Comment Reason	OSR Comment Type	OSR Comment Status
We have been able to resume activity including speech pathology screening clinics and 4-5 year developmental screening clinics which were affected by covid. We have also introduced new initiatives as per AWP.	Changes to program delivery have changed results	Manual Comment	Completed, all data accepted
Data validation flag raised in error.	Data are correct	Manual Comment	Completed, all data accepted
As per previous comment: reintroduction of initiatives that were affected by COVID, and new initiatives introduced as per AWP.	Changes to program delivery have changed results	Manual Comment	Completed, all data accepted
As per previous comments, we have resumed per covid strategies and we have also introduced new initiatives.	Changes to program delivery have changed results	Manual Comment	Completed, all data accepted
resumed a few pre covid strategies, and introduced some new initiatives.	Changes to program delivery have changed results	Manual Comment	Completed, all data accepted
correct	Data are correct	Manual Comment	Completed, all data accepted
	Completed, all data accepted	Manual Comment	Completed, all data accepted

Once a health service is selected, the *Comments* table will display the details of all comments entered by the service in the most recent OSR submission, related to the applicable values.

These comments may provide you with an insight as to why the selected values (year to year client numbers for example) sit outside of the expected/desired range for that service. This information will then assist you make an informed policy decision regarding this service and its funding.

The nKPI Definitions sheet

ID	Name	Definition	Comment
1001
1002
1003
1004
1005
1006
1007
1008
1009
1010
1011
1012
1013
1014
1015
1016
1017
1018
1019
1020

The *nKPI Definitions* sheet can be accessed from any individual indicator sheet within the *Qlik Stakeholder nKPI & OSR Report* by selecting the button, or by selecting the app on the home screen.

This sheet contains the number, name, and detailed current definition for each of the indicators contained within the *Stakeholder nKPI & OSR Report*. In addition, there is a column in the table that explains changes that have been made to any of the indicators, to assist you in interpreting each of the individual indicator sheets in the report.

Only a limited amount of text can be shown in the *nKPI Definitions and Change History* table. If the text in a section of the table is incomplete, simply hover your mouse pointer over the text and the rest of the text will display in a hover text box.




The Notes and exclusions sheet

Usage Notes	Exclusions
<p>If an indicator is displayed for a certain collection period, your report definition may not have added the data.</p> <p>In some cases percentages may not add up exactly to 100% due to rounding.</p> <p>From the December 2019 AHN Collection, updates were made to a number of indicators to keep them aligned with clinical guidelines. Please note the following:</p> <p>PS03 and PS02 - your results may be higher than the 2020 results due to the inclusion of new health status. You can still compare your results over time by using the Service Mode Filter to show back to face cover status only.</p> <p>PS08 has been refined and no longer collected from December 2020 on. If needed, your historical data for PS08 can be downloaded using the My Service data export sheet.</p> <p>PS14 coverage has been expanded to include all ages from Smoker*. This means that meaningful comparison of your results over time will be broken and data for the new age ranges below 19.</p> <p>PS22 changed from December 2020 to complete the transition from the Pag test to the HPV test.</p> <p>I used the July 2021 AHN collection, updates were made to a number of indicators to keep them aligned with clinical guidelines. Please note the following:</p> <p>PS03 and PS02 - Now shows for 'might' instead of 'is', and for 'might' result of '1' also respectively.</p> <p>PS08 has been retired, and the charts removed.</p> <p>PS09 and PS10 now only use data for the new 15-19 year age range.</p> <p>PS18 now shows data with the age ranges of less than 19 years, 19-24 years and 25+ years. In Dec 2020 and previous it is 15-19 years, 20-24 years, 25-34 years and 35+ years.</p> <p>PS13 has been changed to show gestational age of before 14 weeks. Previously it was before 23 weeks.</p> <p>PS19 - Now shows top 3 Diabetes and BP top 3 OSR weekly. Previously was 120/80 weekly.</p>	<p>Exclusions for Jan 2024</p> <p>PS1 - Accepted</p> <p>PS2 - Accepted</p> <p>PS3 - Excluded</p> <p>PS4 - Accepted</p> <p>PS5 - Accepted</p> <p>PS6 - Accepted</p> <p>PS7 - Accepted</p> <p>PS8 - Accepted</p> <p>PS9 - Accepted</p> <p>PS10 - Accepted</p> <p>PS11 - Accepted</p> <p>PS12 - Accepted</p> <p>PS13 - Accepted</p> <p>PS14 - Accepted</p> <p>PS15 - Accepted</p> <p>PS16 - Accepted</p> <p>PS17 - Accepted</p> <p>PS18 - Accepted</p> <p>PS19 - Accepted</p> <p>PS20 - Accepted</p> <p>PS21 - Accepted</p> <p>PS22 - Accepted</p> <p>PS23 - Accepted</p> <p>PS24 - Accepted</p> <p>PS25 - Accepted</p> <p>PS26 - Accepted</p> <p>PS27 - Accepted</p> <p>PS28 - Accepted</p> <p>PS29 - Accepted</p> <p>PS30 - Accepted</p> <p>PS31 - Accepted</p> <p>PS32 - Accepted</p> <p>PS33 - Accepted</p> <p>PS34 - Accepted</p> <p>PS35 - Accepted</p> <p>PS36 - Accepted</p> <p>PS37 - Accepted</p> <p>PS38 - Accepted</p> <p>PS39 - Accepted</p> <p>PS40 - Accepted</p> <p>PS41 - Accepted</p> <p>PS42 - Accepted</p> <p>PS43 - Accepted</p> <p>PS44 - Accepted</p> <p>PS45 - Accepted</p> <p>PS46 - Accepted</p> <p>PS47 - Accepted</p> <p>PS48 - Accepted</p> <p>PS49 - Accepted</p> <p>PS50 - Accepted</p> <p>PS51 - Accepted</p> <p>PS52 - Accepted</p> <p>PS53 - Accepted</p> <p>PS54 - Accepted</p> <p>PS55 - Accepted</p> <p>PS56 - Accepted</p> <p>PS57 - Accepted</p> <p>PS58 - Accepted</p> <p>PS59 - Accepted</p> <p>PS60 - Accepted</p> <p>PS61 - Accepted</p> <p>PS62 - Accepted</p> <p>PS63 - Accepted</p> <p>PS64 - Accepted</p> <p>PS65 - Accepted</p> <p>PS66 - Accepted</p> <p>PS67 - Accepted</p> <p>PS68 - Accepted</p> <p>PS69 - Accepted</p> <p>PS70 - Accepted</p> <p>PS71 - Accepted</p> <p>PS72 - Accepted</p> <p>PS73 - Accepted</p> <p>PS74 - Accepted</p> <p>PS75 - Accepted</p> <p>PS76 - Accepted</p> <p>PS77 - Accepted</p> <p>PS78 - Accepted</p> <p>PS79 - Accepted</p> <p>PS80 - Accepted</p> <p>PS81 - Accepted</p> <p>PS82 - Accepted</p> <p>PS83 - Accepted</p> <p>PS84 - Accepted</p> <p>PS85 - Accepted</p> <p>PS86 - Accepted</p> <p>PS87 - Accepted</p> <p>PS88 - Accepted</p> <p>PS89 - Accepted</p> <p>PS90 - Accepted</p> <p>PS91 - Accepted</p> <p>PS92 - Accepted</p> <p>PS93 - Accepted</p> <p>PS94 - Accepted</p> <p>PS95 - Accepted</p> <p>PS96 - Accepted</p> <p>PS97 - Accepted</p> <p>PS98 - Accepted</p> <p>PS99 - Accepted</p> <p>PS100 - Accepted</p>

The *Notes and exclusions* sheet contains disclaimers and additional information regarding the different sheets in the report, in the *Usage Notes* section.

The *Exclusions* section will show whether data has been *excluded* or *accepted* by the AIHW for the selected health service for the most recently completed collection period.

 You must have selected a health service on a previous sheet for the exclusion information to display properly here.