

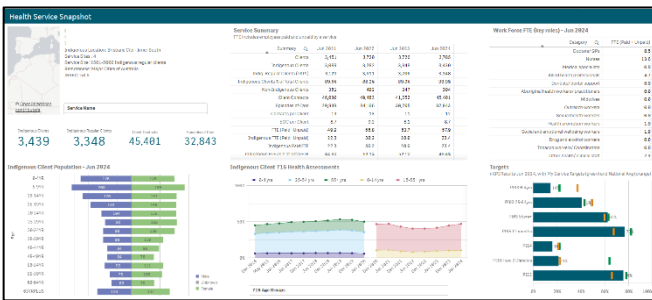


## Overview

The *Qlik Health Service nKPI & OSR Report* contains 39 sheets that health services can use to get a graphical view of their aggregated nKPI data, back to December 2014. These include 23 individual indicator sheets and three summary sheets, covering the three indicator groupings. When working in these sheets, you can either compare your health service's data for the current collection period to your data from previous periods or to other health services in a comparison group, which you can select from within the sheet. Comparison groups can be built using different information such as remoteness, service size, state, and workforce characteristics. On opening Qlik, the initial view is the *Health Service nKPI & OSR Report* screen containing individual tiles for all summary and indicator-level sheets, and the two data export sheets, amongst others.



## The Health Service Snapshot



The *Health Service Snapshot* sheet allows you to view key summary nKPI and OSR information for your health service.

**Summary Info** – is located next to the map and shows information related to your service's location, including the number of sites your organisation has, your remoteness category and your socio-economic IRSEO index number.

**Service Name field** – If you have multiple delivery sites, you can use this field to select the site you wish to view the snapshot for.

**Indigenous Client Population – Jun 2025 demography graph** – shows the gender

breakdown (in numbers) for your Indigenous population, by age group, for the current collection period.

**Service Summary table** – shows key summary information for your service for the three most recently completed collection periods, such as your *client numbers, episodes of care* and *FTE numbers*. The table also contains a *Trend* column, which shows how you are trending for each of these elements.

**Indigenous Client 715 Health Assessments graph** – plots the number of health assessments your service has conducted, by age group, back to *December 2014*. The information displayed here can be filtered by age group, indigenous status, and gender using the buttons above the graph.

**Work Force FTE (key roles) – Jun 2025 table** – shows your FTE numbers for key position types, for the most recently completed collection period.

**Targets graph** – shows your self-determined targets for the applicable nKPI's, along with your actual results and the national average for each of these indicators, for the latest collection period.

## The Summary Over Time sheet



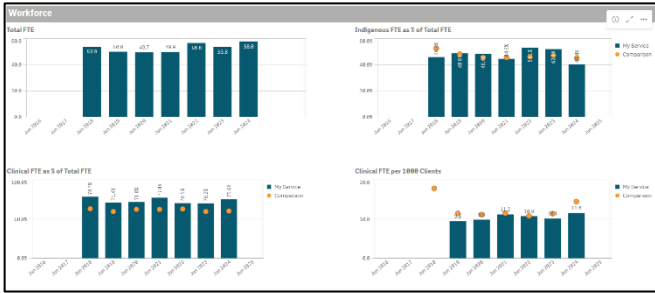
The *Summary Over Time* sheet displays your key Online Services Report (OSR) information through both graphs and numbers, and is broken down into three sections

## Clients & Clinical Activity

This section (*shown above*) shows your clients, episodes of care, episodes of care per client ratio and client contact numbers, in a graphical format, back to *June 2019*. On the *Episodes of Care per Client* graph, you can also see how your 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 your *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 your 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.

## Data

Service Summary	Value	My Service - Jun 2019	My Service - Jun 2020	My Service - Jun 2021	My Service - Jun 2022	My Service - Jun 2023	My Service - Jun 2024	Comparison Group - Jun 2024
Total Clients	3708	3427	3461	3729	3729	3729	3729	3729
Indigenous Clients	23%	22%	23%	23%	23%	23%	23%	23%
Total Regular Clinical FTE	8836	8926	8926	8926	8926	8926	8926	8926
Indigenous Clinical FTE	393	397	397	397	397	397	397	397
Clinical Contacts	49,870	49,870	49,870	49,870	49,870	49,870	49,870	49,870
Episode of Care	26,089	26,089	26,089	26,089	26,089	26,089	26,089	26,089
Continuing Care	10	10	10	10	10	10	10	10
UCC Care	59	59	59	59	59	59	59	59
FTE per client	23.8	23.8	23.8	23.8	23.8	23.8	23.8	23.8
Indigenous FTE per client	24.8	24.8	24.8	24.8	24.8	24.8	24.8	24.8
Indigenous FTE per 1000 FTE	24.8	24.8	24.8	24.8	24.8	24.8	24.8	24.8
Indigenous FTE per 1000 Clients	66.6%	66.6%	66.6%	66.6%	66.6%	66.6%	66.6%	66.6%
Clinical FTE per 1000 Clients	42.4	38.8	38.7	38.6	40.0	37.8	41.7	41.7
Clinical FTE per 1000 FTE	78.9%	91.4%	91.6%	91.6%	91.6%	91.6%	91.6%	91.6%
Clinical FTE per 1000 Episodes	58	58	58	58	58	58	58	58
Admin FTE per 1000 Clients	31.9	34.3	34.0	34.0	34.0	34.0	34.0	34.0
Admin FTE per 1000 FTE	23.3%	23.3%	23.3%	23.3%	23.3%	23.3%	23.3%	23.3%

The *Service Summary* table in the *Data* section at the bottom of the sheet allows you to see your key OSR summary information (*such as client numbers, episodes of care and FTE numbers*) for all collection periods, back to June 2018.

It also contains a comparison group column, which allows you to display data for the most recent collection period, for the comparison group of your choice, created using the *Comparison Group* section on the right-hand side of the sheet.

## The Client Contacts by Workforce Role sheet

The *Client Contacts by Workforce Role* sheet displays the client contacts your service has had each year (*back to June 2019*) by role, as recorded in your OSR.

The table defaults to display your total client contacts for each year and then breaks the contacts down by profession type, profession category, and then individual profession.

You can filter your client contacts by profession types, categories or professions if needed, using the filter fields at the top of the sheet



You can also filter your client contacts by year using the **OSR Reporting Round** button at the top of the sheet.

## The nKPI - Indicators Over Time sheet

The *nKPI - Indicators over Time* sheet contains the *Aggregated nKPI Results by Reporting Round* table, which displays your results for all indicators/focus areas for all collection periods, back to June 2017. Where your results for an indicator/focus area are improving, the values will display in *green*. Where your 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 nKPI – Service Targets and Reported Values sheet

The *nKPI – Service Targets and Reported Values* sheet will display your self-determined target values for selected indicators/focus areas as entered in the *nKPI Targets* tab of your nKPI form, from June 2023 to December 2027.

The sheet will also show your actual reported values for each of the indicators/focus area and whether they have improved since the previous collection period.

The filter fields above the table can be used to filter your results by indicator and/or reporting round as needed.

## The Executive Summary sheet

The *Executive Summary* sheet in the *Qlik Health Service nKPI & OSR Report* allows you to see your results for the three most recent collection periods, for each indicator/focus area, by indicator grouping. It also shows how your results compare to your own targets and the results of the pre-determined comparison groups sourced from the *nKPI Summary sheets*.

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

- **Latest Round** filter field – allows you to change the collection periods displayed in the table, so you can display historical data if needed.

- **Custom** filter fields – allow you to build your own customised comparison group for which results will then display in the *Custom* column of the tables.
- **Percentages vs Numerators/Denominators** toggle – allows you to switch between displaying percentages and numerators/denominators in the table, using the toggle at the top of the sheet.
- **Indicator and nKPI** columns – describe each of the indicators included in the specified 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 – shows whether the desired result for the indicator is a higher or lower result.
- **Collection period** columns – shows your health service’s results for the last three collection periods for each of the indicators/focus areas in the specified grouping.
- **The My Service Target** column – shows your self-determined target for the most recently completed nKPI collection period, for the applicable indicators/focus areas.
- **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, which can be set using the *Custom* filter fields at the top of the sheet.



## The nKPI Summary sheets



The *Qlik Health Service nKPI & OSR Report* contains three summary sheets:

- Maternal and Child Health (shown above)
- Preventative Health
- Chronic Disease Management

The *top* half of each of the summary sheets shows how your data for the selected *Process of Care* indicators, for the current and immediately previous collection periods, compares to the national averages and the results for services of the same size, state and remoteness.

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

For more information, see *The Maternal and Child Health Time View Summary Sheet* in the *Qlik Health Service nKPI & OSR Report* user guide in the [User Support](#) section of the Data Portal.

⚠ 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.

## The Closing the Gap Target #2 sheet

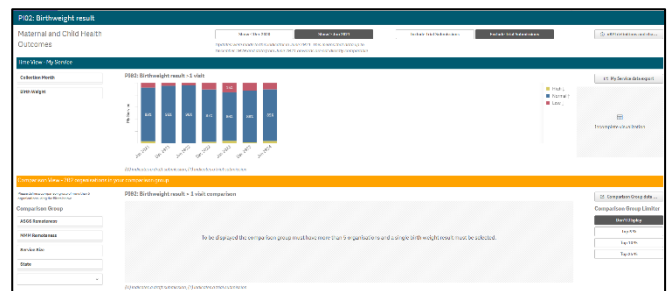


The *Closing the Gap Target #2* sheet shows how your PI02 healthy birthweight results (the blue bars) compare to the *Closing the Gap Target #2* (represented by —) which is to increase the proportion of Aboriginal and Torres Islander babies with a healthy birthweight to 91% by 2031.

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 if needed by right-clicking on the table and selecting **Download as... > Data**.

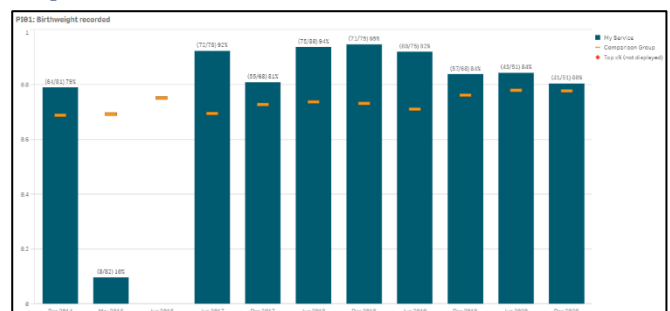
## The Individual Indicator sheets



In addition to the summary sheets for the three indicator groupings, your *Qlik Health Service nKPI & OSR Report* also contains detailed reports for each indicator within these groupings.

⚠ The screenshots here are of *PI01: Birthweight recorded* and *PI02 Birthweight results* as they represent the two kinds of individual indicator sheets. The features detailed below are common to each of the individual indicator sheets contained within Qlik.

## Layout view/Main Screen Window





The main section of an individual indicator sheet shows your health service's results for the selected indicator, back to December 2014, using a bar graph (showing your service's results in blue).

The — line on each bar of the graph represents the results of your selected comparison group for each collection period. If you have not created a comparison group, this will represent the national average.

## Filter Fields

- The filter fields on the left-hand side of the sheet (e.g., *Collection Month*) allow you to filter the graph to display only your results for a particular selection (e.g., *Collection Month, Service Mode, Gender, Age Group*). When this is done, the selected filter will be added to the grey *Selection Bar* at the top of the screen.

- For some indicators, where the age groups reported on have changed, *Age Groups* filter fields will also display on the left-hand side of the sheet. These fields are used to select age groups you wish to display results for in the graph (s).

To remove your selection(s), simply select  against the selection in the grey *Selection Bar* at the top of the sheet.

## Comparison Group Selector

The *Comparison Group Selector* will appear in two different ways, depending on the type of individual indicator sheet you are in.

For indicators where comparison groups can be immediately applied, the *Comparison Group Selector* will appear in the bottom left hand corner of the sheet. For indicators where a selection needs to be made first, the *Comparison Group Selector* will populate the entire bottom half of the sheet.

## Scenario 1

**Comparison Group**

Comparison organisations  
**285**

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

**Comparison Group**

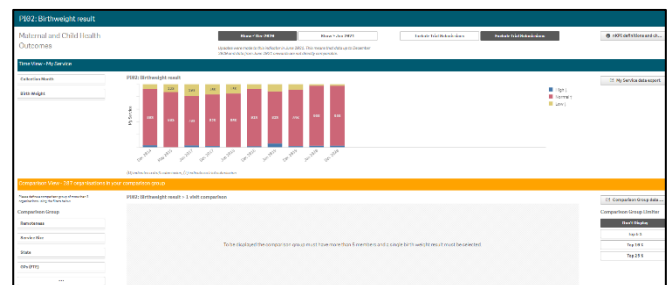
Remoteness
Service Size
State
GPs (FTE)
...

You can compare your health service's results for a particular indicator against those of other health services sharing similar characteristics, using the *Comparison Group* section in the bottom left-hand corner of any indicator sheet.

To do this:

- a. Select the characteristic(s) to be added to the comparison group.
- b. Your selections have now been applied to the report and the number of services you are now comparing your results to, will display.
- c. To remove your selections, simply select  against the selection in the grey *Selection Bar* at the top of the sheet.

## Scenario 2



To display a comparison group in this scenario, you need to first filter the sheet by a particular result band (e.g., *Gestational Age*) in the top half of the sheet.

Once you have selected a result band, the *Comparison View* at the bottom of the sheet will update to show the results for your health service, by collection period, along with the *Comparison Group* results, indicated by —.



To update/refine the comparison group shown, select  at the bottom of the *Comparison View* to open the section in full screen mode so more options are available. Now make the additional selections as required.

## nKPI Targets



Once you have entered your self-determined targets for PI03, 05, 14, 18 and 23 into your nKPI form, these targets will then display as green lines (—) on the graphs within the applicable individual indicator sheets (as highlighted above). The target lines will allow you to see, for each collection period, whether you have reached or exceeded your targets for the selected indicator or are yet to do so.

While your 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 your targets to display for others. Bookmarks have been created in Qlik for these indicators to make it easier for you to display your targets.

To display your 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**. Your 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**. Your 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**. Your 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**. Your targets will display.

- **PI14** – Open the *PI14: Immunised against influenza* sheet and your targets will display immediately.
- **PI18** – Open the *PI18: Kidney function test* sheet, select *Type II Diabetes* from the *Chronic Disease PI18* filter field and your targets will display.
- **PI23** – Open the *PI23: Blood pressure recorded* sheet and your targets will display immediately.

⚠ If you have entered accompanying strategy text for the applicable indicator/focus area 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.

## Other Sheet Elements



The *Include Trial Submissions* and *Exclude Trial Submissions* buttons will appear at the top right of the individual indicator sheets, and, by default, *Include Trial Submissions* will be selected.

If the *Include Trial Submissions* button is selected, trial submissions will be displayed as bars in the graph in the main screen window. These bars will have a (T) in brackets in the collection period label in the axis at the bottom of the graph.

⚠ To remove trial submission data from the graph, simply select the *Exclude Trial Submissions* button.



Some indicators have had changes made to their specifications over the last few collection periods, meaning the data for these indicators before and after these changes can't directly be compared. The *Show < Jun 2020* and *Show >= Dec 2020* buttons, for example, allow you to choose which time periods you wish to view the data for.



- Select this button to be taken to the *nKPI Definitions* sheet, which contains a detailed definition of each indicator,



along with a summary of any changes that have been made to the specification of each indicator.



- Select this button to display (in table form) your health service's nKPI data for every indicator, for every collection period, back to December 2014.

To reduce the data for a specific subset, you can filter on any column by clicking the magnifying glass icon and entering filter criteria. For example, you may only require data for a particular collection or for a smaller group of indicators.

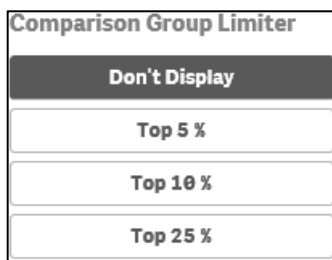
To export your data to Excel, right click, select **Download as... > Data** and then select the link to download the file. This provides your finalised data so, if useful, you can create your own reports.




- Select this button to display (in table form) the national data averages (or the results for your comparison group, if you have selected one) for every indicator, for every collection period, back to December 2014.


To reduce the data for a specific subset, you can filter on any column by clicking the magnifying glass icon and entering filter criteria. For example, you may only require data for a particular collection or for a smaller group of indicators.

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



In addition to comparing your results for the current/latest collection period to other health services with similar characteristics, you can also compare your health service's results for the selected indicator to the *Top 5, 10 and 25 percent* of health services in your selected comparison group.


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 OSR – Workforce Detail sheet

The *OSR – Workforce Detail* sheet allows you to analyse your health service's workforce back to June 2020.

The *Workforce over Time* table initially displays your *Paid, Unpaid and Vacant FTE* values by profession type.


You can then break the values down by profession category by selecting  next to the applicable category. The professions under the selected category will now display, along with the FTE values, per year, for each profession.

You can filter your FTE values by profession types, categories or professions if needed, using the filter fields at the top of the sheet

You can also filter your FTE values by year and/or Indigenous status using the



buttons.

 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 Data export – My Service sheet

The *Data export – My Service* sheet displays (in table form) your nKPI data for every collection period back to *December 2014*.

1. Use the **Remove/Add Column** buttons on the left-hand side of the sheet as needed to add/remove columns from the table before exporting the data.
2. 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.

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

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

## The Data export – Comparison Group sheet

The *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 to display for a particular collection period, select .
2. Select the applicable collection period 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 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 Data export – My Service OSR sheet

The *Data export – My Service OSR* sheet contains the different elements of your OSR data, back to 2016, with a table for each of the tabs in the OSR form, along with a *Summary Data* table at the top of the sheet.

1. 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 nKPI Definitions sheet

The *nKPI Definitions* sheet can be accessed from any individual indicator sheet within the *Qlik Health Service 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 *Health Service 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

Notes and exclusions	Exclusions
<p>1. This data is provided for a specific collection period and is not representative of the overall population.</p> <p>2. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>3. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>4. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>5. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>6. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>7. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>8. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>9. The data is provided for a specific collection period and is not representative of the overall population.</p> <p>10. The data is provided for a specific collection period and is not representative of the overall population.</p>	<p>1. Excluded</p> <p>2. Excluded</p> <p>3. Excluded</p> <p>4. Excluded</p> <p>5. Excluded</p> <p>6. Excluded</p> <p>7. Excluded</p> <p>8. Excluded</p> <p>9. Excluded</p> <p>10. Excluded</p> <p>11. Excluded</p> <p>12. Excluded</p> <p>13. Excluded</p> <p>14. Excluded</p> <p>15. Excluded</p> <p>16. Excluded</p> <p>17. Excluded</p> <p>18. Excluded</p> <p>19. Excluded</p> <p>20. Excluded</p> <p>21. Excluded</p> <p>22. Excluded</p> <p>23. Excluded</p> <p>24. Excluded</p> <p>25. Excluded</p> <p>26. Excluded</p> <p>27. Excluded</p> <p>28. Excluded</p> <p>29. Excluded</p> <p>30. Excluded</p> <p>31. Excluded</p> <p>32. Excluded</p> <p>33. Excluded</p> <p>34. Excluded</p> <p>35. Excluded</p> <p>36. Excluded</p> <p>37. Excluded</p> <p>38. Excluded</p> <p>39. Excluded</p> <p>40. Excluded</p> <p>41. Excluded</p> <p>42. Excluded</p> <p>43. Excluded</p> <p>44. Excluded</p> <p>45. Excluded</p> <p>46. Excluded</p> <p>47. Excluded</p> <p>48. Excluded</p> <p>49. Excluded</p> <p>50. Excluded</p> <p>51. Excluded</p> <p>52. Excluded</p> <p>53. Excluded</p> <p>54. Excluded</p> <p>55. Excluded</p> <p>56. Excluded</p> <p>57. Excluded</p> <p>58. Excluded</p> <p>59. Excluded</p> <p>60. Excluded</p> <p>61. Excluded</p> <p>62. Excluded</p> <p>63. Excluded</p> <p>64. Excluded</p> <p>65. Excluded</p> <p>66. Excluded</p> <p>67. Excluded</p> <p>68. Excluded</p> <p>69. Excluded</p> <p>70. Excluded</p> <p>71. Excluded</p> <p>72. Excluded</p> <p>73. Excluded</p> <p>74. Excluded</p> <p>75. Excluded</p> <p>76. Excluded</p> <p>77. Excluded</p> <p>78. Excluded</p> <p>79. Excluded</p> <p>80. Excluded</p> <p>81. Excluded</p> <p>82. Excluded</p> <p>83. Excluded</p> <p>84. Excluded</p> <p>85. Excluded</p> <p>86. Excluded</p> <p>87. Excluded</p> <p>88. Excluded</p> <p>89. Excluded</p> <p>90. Excluded</p> <p>91. Excluded</p> <p>92. Excluded</p> <p>93. Excluded</p> <p>94. Excluded</p> <p>95. Excluded</p> <p>96. Excluded</p> <p>97. Excluded</p> <p>98. Excluded</p> <p>99. Excluded</p> <p>100. Excluded</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 your data has been *excluded* or *accepted* by the AIHW for the most recent collection period.