Commissioned Services Reporting Portal

Reporting into the Commissioned Services Reporting Portal

What is the Commissioned Services Reporting Portal?

The Commissioned Services Reporting Portal (CSRP) is an online tool that allows service providers to report their data to WA Primary Health Alliance (WAPHA) in a timely and secure way. The Portal also displays data reports, including balanced scorecards, that enable service providers and WAPHA to view activity and monitor performance. The CSRP is part of the WAPHA Portal.

Why are service providers required to submit data into the CSRP?

Service providers are required to submit their activity data into the CSRP for certain programs. The CSRP enables reporting to full data specifications in a secure way. This data feeds into a balanced scorecard and other reports for the purpose of monitoring service performance and supporting continuous improvement. The CSRP also allows service providers to conveniently view their own activity data at any time.

How do service providers access the CSRP?

Service providers should nominate relevant staff within their organisation to be users of the CSRP. These users, referred to as provider contacts, should include staff who are responsible for uploading data to the CSRP and staff who require direct access to reports.

To submit a request regarding access to the CSRP, service providers are to use the following online form : Provider account form.

The form is to be used to request:

- Addition of a new provider contact (onboarding).

- Changing an existing provider contact's details (updating).

- Removal of a provider contact who no longer requires access to the CSRP (offboarding).

Once an account has been set up, the new provider contact will receive email confirmation from WAPHA along with a link to the CSRP and sign-in instructions.

More information is available in the Commissioned Services Reporting Portal – Onboarding, updating and offboarding guide.

Service providers are responsible for regular auditing of their nominated users of the CSRP and identifying any provider contacts to be added or removed, ensuring only those who need access are retained. Service providers are required to ensure new staff are familiar with WAPHA's reporting requirements and the use of the CSRP.

How do service providers submit data to the CSRP?

Service providers have two options for uploading their data into the CSRP:

1. Direct entry via Web-browser
A staff member can log on to the CSRP and enter the required data directly into the web console via their chosen web browser (e.g. Google Chrome, Microsoft Edge). The CSRP includes data validation/verification which will limit input types and provide user feedback in the browser to ensure data specifications are met.

2. File upload (using comma separated value (CSV) templates)
A staff member can log onto the CSRP and download a copy of the CSV template to upload. The staff member can then either modify a data extract from their client information management system to match the format, or copy-paste their extract detail under the assigned field headers (using Excel), ensuring all headers are retained exactly. Multiple CSV files can be uploaded as needed.

Can service providers upload data from different client management systems?

There is no direct upload functionality from any client information management system. All data needs to be uploaded via direct entry into the portal or via CSV format (as above). If your organisation uses multiple client information management systems or other data collection methods (Excel spreadsheets etc.) you can upload multiple CSV files as per the CSV process above.

Where can service providers find the full data specifications?

Performance indicators and full data specifications for services required to report into the CSRP can be accessed on WAPHA's Performance Management Framework [webpage](#).

How often are service providers required to report into the CSRP?

It is recommended that data is uploaded regularly to enable performance monitoring and early identification of any data issues. Contractual requirements regarding reporting frequency and when data must be finalised within the CSRP will be stated within the Services Agreement.

What if data entered into the CSRP is late or incomplete?

Activity data is reviewed regularly by WAPHA including timeliness and quality of data. If data entry is late, appears incomplete or inaccurate, WAPHA will actively follow up with the service provider and provide appropriate support and/or improvement plans. It is the responsibility of the service provider to notify their contract manager as soon as possible if they become aware of any issues in meeting their reporting obligations.

What training and resources are available?

Service providers who are required to report their data into the CSRP will receive initial training on how to do this when they are onboarded to the CSRP.

There is a suite of useful 'how-to articles' within the CSRP under 'resources' including portal sSubmission via upload guides.

How is group work reflected in episodes of care?

Group work is considered a service contact as part of an episode of care, with each session warranting a separate service contact entry for each attendee.

Will WAPHA share data entered in the CSRP with any other organisations?

WAPHA may share aggregated, deidentified data between service providers who provide similar services for the purposes of benchmarking. This allows service providers to understand how their service performance compares to others.

WAPHA shares deidentified information as required with government agencies for reporting and other purposes.

Support contact information

If you have further questions or need help, please get in touch. Your contract manager is often your best primary WAPHA contact.

Alternatively, you can email contracts@wapha.org.au for general contract enquiries, or csrp@wapha.org.au for support in using the CSRP.