



Reporting explained: Chronic Conditions care

This resource outlines reporting requirements for applicable Chronic Conditions services commissioned by WAPHA.

Data set

Applicable Chronic Conditions Care services are required to collect and report data to the Primary Health Chronic Conditions (PHCC) data set as per the specifications available here: [Primary Health Chronic Conditions \(PHCC\) Data Specifications](#)

Reporting platform

Reporting occurs through WAPHA's Commissioned Services Reporting Portal (CSRP). Users, including staff required to enter data, must be registered as a Provider Contact to access the CSRP. More information about reporting into the CSRP, including how to request new or additional users, change an existing user's contact details or remove a user, can be found on the [factsheet here](#).

Once registered, provider contacts can access the CSRP [here](#).

Reporting frequency

From 1 July 2026 data must be entered into the CSRP within 31 days of the activity that generated the data. A practical way to ensure that reporting frequency requirements are met, is to report data monthly, by the last day of the month after which the activity occurred. For example, all activity delivered in July must be entered into the CSRP by 31 August.

Support

Resources can be found in [WAPHA's Performance Management Framework](#) and within the CSRP [here](#).

For direct support please contact your WAPHA contract manager.

Data reports

Interactive activity and performance reports are available in the [Reports](#) section of WAPHA's Commissioned Services Reporting Portal.

These include:

- **Chronic Conditions Balanced Scorecard:** a one-page summary of current financial year performance against performance indicator targets
- **Chronic Conditions Activity Report:** a detailed activity report of the service activity uploaded by commissioned service providers to the CSRP.
- **Chronic Conditions Data Quality Report:** a breakdown of data quality issues such as missing data, data anomalies or coding errors. Information in this report can be used to identify issues, some of which may be remedied by updating data in the CSRP.

Data displayed for the current financial year will only include activity up to the last day of the previous month. For example, during August, any data submitted for July will be visible, however, any data entered for August will not be displayed until 1 Sept.

Commissioned Services Reporting Portal (CSRP)

Only registered users, known as 'provider contacts', can access the CSRP. For more information, please see [this guide](#). (Note: as outlined in the above guide, Commissioned Service Providers should ensure provider contacts are removed when they no longer require CSRP access.)

Once registered, provider contacts can access the CSRP here: <https://portal.wapha.org.au/>

