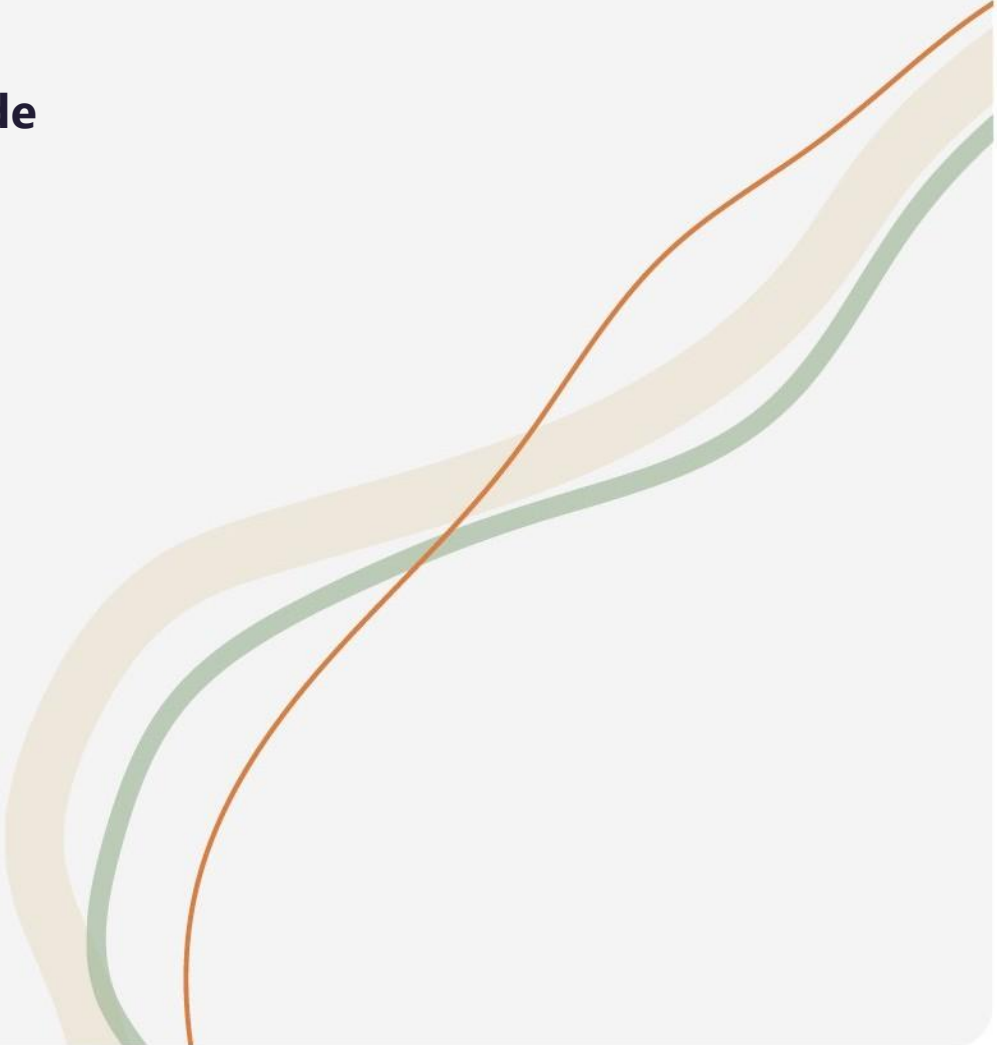


Alcohol and Other Drug Reports

Provider User Guide

Updated September 2026



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Introduction

To facilitate a central location for Alcohol and Other Drug (AOD) Commissioned Service Providers (CSPs) to view their activity data, three primary reports have been incorporated into the Commissioned Services Reporting Portal (CSRP). The reports will facilitate open, two-way communication between AOD CSPs and their contract managers about reported activity and performance against the WA Primary Health Alliance Performance Management Framework.

The Alcohol and Other Drug Activity Report, the AOD Balanced Scorecard, and the AOD Data Quality Report can be accessed by following the *Reports* link in the *CSP Services* Menu.

The Primary Health Alcohol and Other Drug (PHAOD) data set, which gathers episode and service-contact level data from WAPHA-funded AOD CSPs, is used to generate these reports. The data requirements, including types, required fields, and allowable values, are detailed in the [Data Specification](#). Data can be entered directly into the CSRP web forms or uploaded as three comma-separated files. More information about data submission can be found under the *Resources* link of the *CSP Services* Menu in the CSRP.

Alcohol and Other Drugs Activity Report

The Alcohol and Other Drugs Activity Report offers a comprehensive overview of activities related to AOD contracts. This report is designed for use by providers and WAPHA to gain a thorough understanding of AOD activity delivered.

The report defaults to displaying data from the current financial year, but you can use the *FY* filter to change the time frame visualised. Additionally, the *Date* filter allows you to specify a more precise time frame.

The report is divided into pages, each accessible by clicking the corresponding button on the home page or the buttons on the left side of any page.



**Primary Health
Alcohol and Other
Drugs Activity
Report
All FYs**

Data up to: 28/02/2025

- Home
- Glossary
- User Guide
- Data Upload Timeliness
- Activity
- Activity Drilldown
- Episode Status
- Episode Details
- Episode Drugs of Concern
- Service Contacts
- Outcome Compliance
- Outcomes Overview (Qs 1-4)
- Outcomes Overview (Qs 5-8)



**WA Primary
Health Alliance**
Better health, together



phn
PERTH NORTH PERTH SOUTH
COUNTRY WA
All Australian Government Services

Note: This report is intended for use by WAPHA staff and WAPHA Commissioned Service Providers. If you believe you are not the intended viewer of this report, please report this to your contract manager, or the Commissioned Services Analytics team.

The Glossary page provides essential information about the report and includes a glossary of terms used throughout.

Glossary		
Disclaimer: Throughout this document the word Aboriginal is used to denote Aboriginal and Torres Strait Islander peoples		
Field	Field	Calculation
Search ☐ % clients satisfied with the service recei... ☐ % of Aboriginal clients ☐ % of clients who demonstrate clinical im... ☐ % of low socio-economic clients ☐ Active Clients ☐ Active Episodes ☐ Avg cost per client ☐ Avg cost per episode ☐ Avg cost per service contact ☐ Clients Seen ☐ Episode Length ☐ Episodes Completed ☐ Episodes Started ☐ Matched Pair ☐ Outcomes compliance ☐ Service Contact DNA % ☐ Service Contacts ☐ Total Referrals Received	% clients satisfied with the service received % of Aboriginal clients % of clients who demonstrate clinical improvement % of low socio-economic clients	Patient satisfaction, measured through the AOD clinical tool in the Commissioned Services Reporting Portal, captures responses to 'Today, how satisfied are you with the service provided?' at the end of treatment. A patient is considered 'satisfied' if they have answered 3 (Moderately), 4 (A lot) or 5 (extremely). The WA Primary Health Alliance captures clients' Aboriginal status through the Commissioned Services Reporting Portal. A client is considered Aboriginal if they report as identifying as Both Aboriginal and Torres Strait Islander origin, Aboriginal but not Torres Strait Islander origin or Torres Strait Islander but not Aboriginal origin. Patient health outcomes, assessed via the AOD clinical tool's question on drug use in the last week, are captured through the Commissioned Services Reporting Portal. A client is considered to have demonstrated clinical improvement when a reduction in frequency of drug use is reported in response to Question 1 of the AOD clinical tool: ♦ Over the last week, have you used your primary drug of concern? ♦ which is on a scale from 1 ♦ 5 where 1 = Several times a day and 5 = Not at all. The WA Primary Health Alliance uses the Commissioned Services Reporting Portal to capture clients' residential postcodes, which are then mapped to ABS SEIFA deciles. This method reliably determines socioeconomic status.
		The count of distinct completed episode keys where a valid clinical tool has been completed at the beginning of an episode and on a subsequent service contact, and the patient has reported they have been 'satisfied' with the service provided. For a patient to feel 'satisfied' with the service provided, on the most recent clinical tool completed the patient has reported 3 (Moderately), 4 (A lot) or 5 (extremely) for Question 8 of the clinical tool. This is divided by the total count of distinct completed episode keys where a valid clinical tool has been completed at the beginning of an episode and on a subsequent service contact. Presented as a percentage. The count of distinct client keys which have reported as being Aboriginal or Torres Strait Islander divided by the total count of distinct client keys. Presented as a percentage. The count of distinct completed episode keys where a valid clinical tool has been completed at the beginning of an episode and on a subsequent service contact, and where the client reported a lower frequency of use of their primary drug at end of episode, compared to at start of episode in response to the clinical tool Question 1. This is divided by the total count of distinct completed episode keys where a valid clinical tool has been completed at the beginning of an episode and on a subsequent service contact. Presented as a percentage. The count of distinct client keys which have been flagged as residents of a low socioeconomic postcode divided by the total count of distinct client keys. Presented as a percentage.

The user guide page is designed to help providers navigate and utilize the Alcohol and Other Drugs Activity Report effectively. It offers detailed instructions and explanations to ensure users can make the most of the report's features and data.

How to use this tool?

Navigation

- There are 10 main pages and other sub-pages to explore data
- 'Home' Page - allows you to go to each main page
- 'Glossary' Page - definitions of terms and measures used
- General navigation:
 - Left navigation bar - use to go to each section
 - at the end of a heading - this means you can further explore this information
 - Home button at the top right corner of the page - to go back to 'Home' page
 - Info button next to home button - to go to the 'Glossary'
 - ← at the top left corner of the page - to go back to the previous page

Filters

- Use filters to filter data/visuals according to your requirement
- To select all the items from a list - select 'Select All'
- To select a single item from a list - just select the item
- To select multiple items from a list - hold control button on your keyboard while you select multiple items
- To clear the selection - click on the eraser mark at the top right hand corner of the filter.

Service Contact FY

☐ Select all
 ☐ FY 17/18
 ☐ FY 18/19
 ☐ FY 19/20
 ☐ FY 20/21

Clear selections

Data Specifications

The Primary Health Alcohol and Other Drug (PHAOD) data set collects episode and service-contact level data from WAPHA-funded Alcohol and Other Drug Commissioned Service Providers. The requirements of these data, including data types, required fields and allowable values are detailed in this Data Specification. Data may be entered directly into the Commissioned Services Reporting Portal (CSRP) web forms or may be uploaded as three comma-separated files.

Full details on the data specifications can be found [here](#).

FAQ

- How can I see the numbers where percentages are shown on a bar/column chart?**
Hover over the bar/column to see the numbers as a tooltip
- I can't read the data labels, they are not clear.**
See the page in 'Full Screen'
Select 'View' -> 'Full Screen' from the top right hand corner of the Power BI navigation pane
- See the visual in 'Focus Mode'**
Click on the visual you want to see in Focus Mode. Hover over the top edge and select 'Focus Mode'
- How can I see the numbers associated with a visual as a 'table'?**
Click on the visual you want to see the numbers as a table. Hover over the top edge and click on the ellipsis (three dots) and then select 'Show as a table'.
- How can I copy a visual as an image?**
Click on the visual you want to copy as an image. Hover over the top edge and select 'Copy Visual' (three dots) and then select 'Show as a table'.
- How can I export information?**
Export the full page
Select 'Export' -> 'PowerPoint' / 'PDF' from the top left corner of the Power BI navigation pane. Select 'Only export current page'.
- Export data from a single visual**
Click on the visual you want to export data. Hover over the top edge and select 'Export Data'.

Information about the AOD data is broken down into the following pages:

- Data Upload Timeliness
- Activity
- Activity Drilldown
- Episode Status
- Episode Details
- Episode Drugs of Concern
- Service Contacts
- Outcome Compliance
- Outcomes Overview – Q1-4
- Outcomes Overview – Q5-8

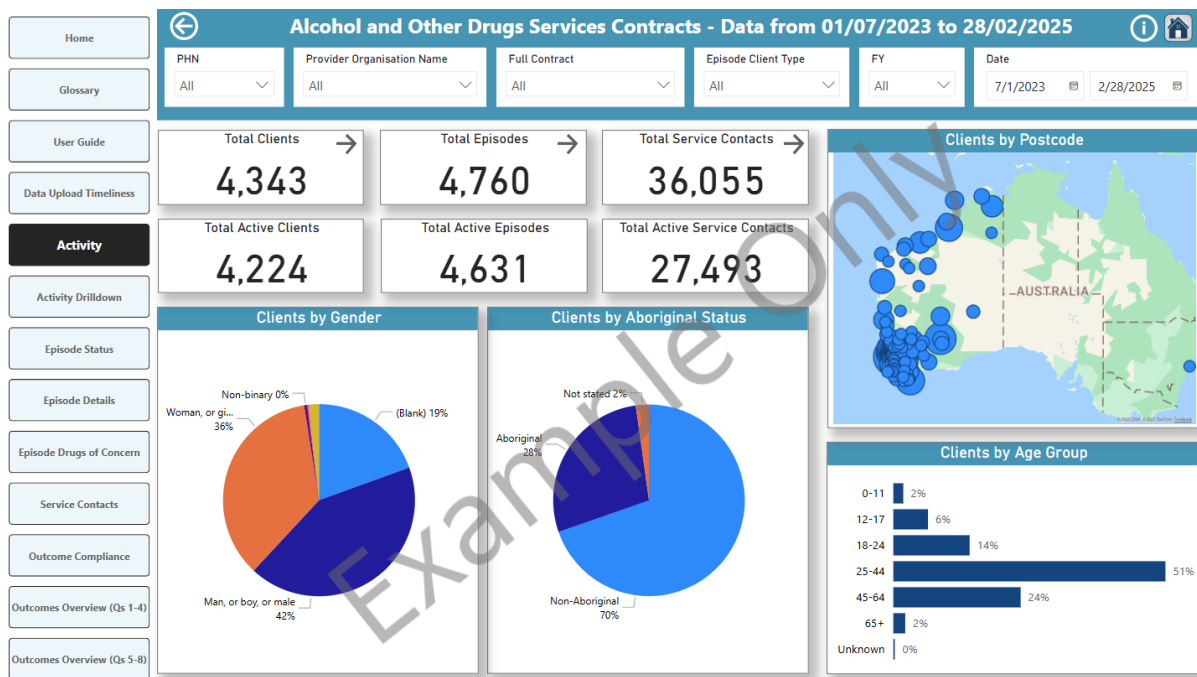
These pages can be filtered by Organisation, Contract, Financial Year, and specific dates if needed. When these filters apply to multiple pages, selecting them on one page will automatically apply them across all pages. Use the filters as demonstrated below.

At any time, you can return to the home page using the menu button on the left, or by clicking the home icon on the top right.

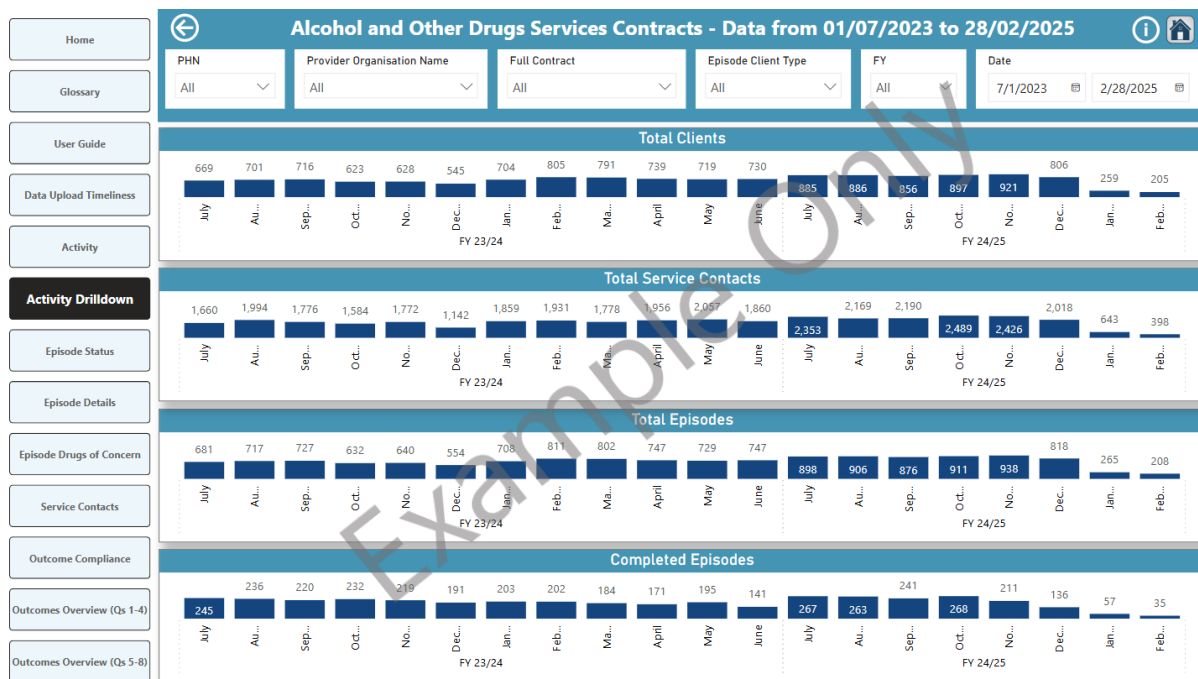
Data Upload Timeliness – displays the number of clients that a CSP has reported into the portal each month. A contract that has not submitted data for a particular month will display a red bar for that month. For contracts that have submitted data, the number of unique clients receiving services in that month, is displayed.

Home	Alcohol and Other Drugs Services Contracts - Data from 01/07/2023 to 28/02/2025						
Glossary	PHN	Provider Organisation Name	Full Contract	Episode Client Type	FY	Date	
User Guide	All	All	All	All	All	7/1/2023	2/28/2025
Data Upload Timeliness	Total Number of Clients Reported by Month						
Activity	Year	2023					
Activity Drilldown	Organisation	July	August	September	October	November	December
Episode Status	Test Org 1						
Episode Details	CON12349 - AOD Test Service						
Episode Drugs of Concern	CON22349 - AOD Test Service 2						
Service Contacts	Test Org 3						
Outcome Compliance	CON12351 - AOD Alternate Service						
Outcomes Overview (Qs 1-4)		29	26	27	22	20	25
		36	39	42	40	40	35
		15	35	41	37	32	35

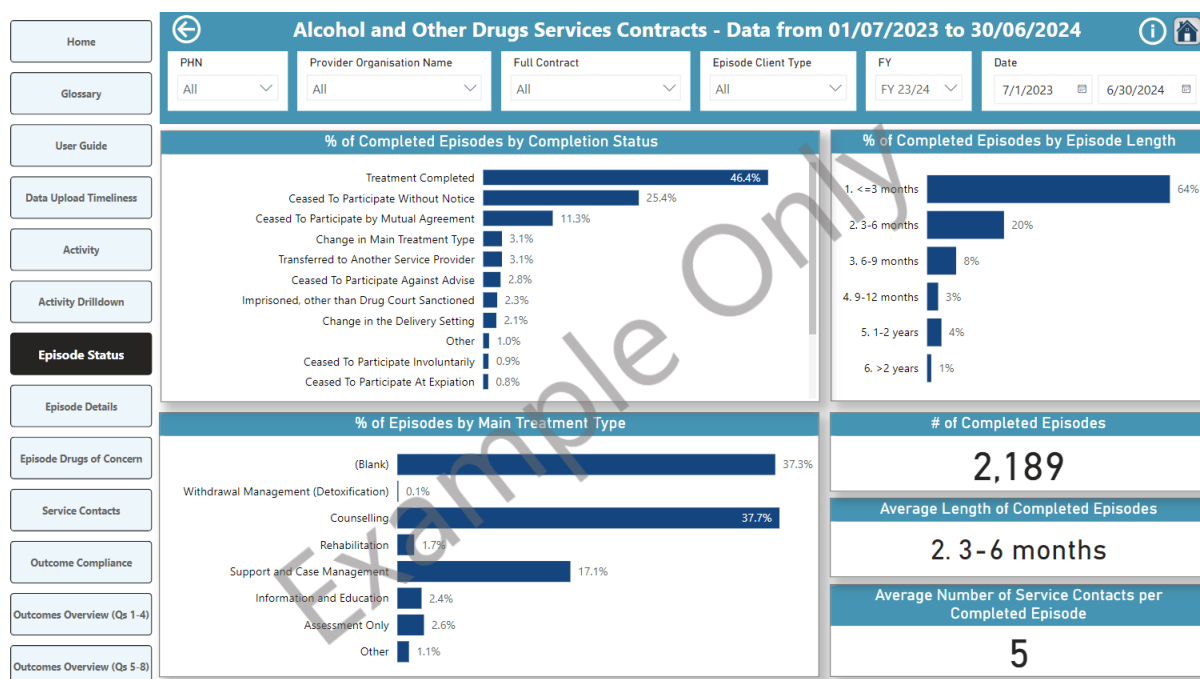
Activity – provides an overall snapshot of activity for a provider or individual contract, depending on filters applied.



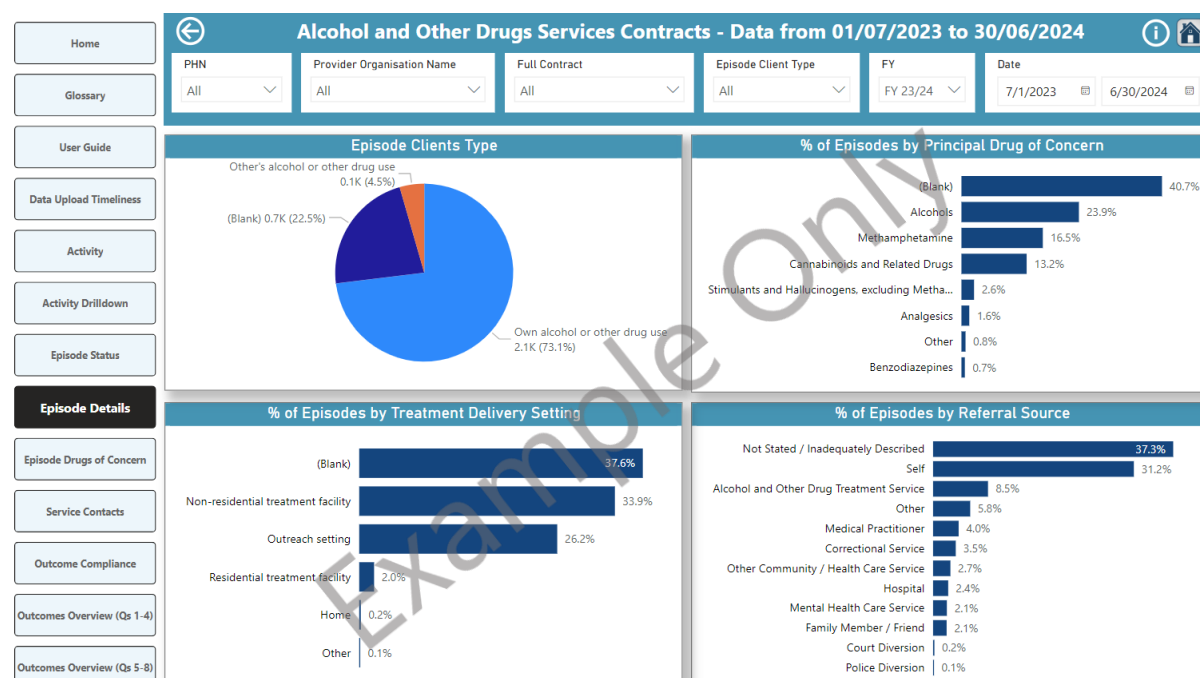
Activity Drilldown - this section provides a detailed activity breakdown by total episodes, clients, and service contacts over time, by month, based on the applied filters.



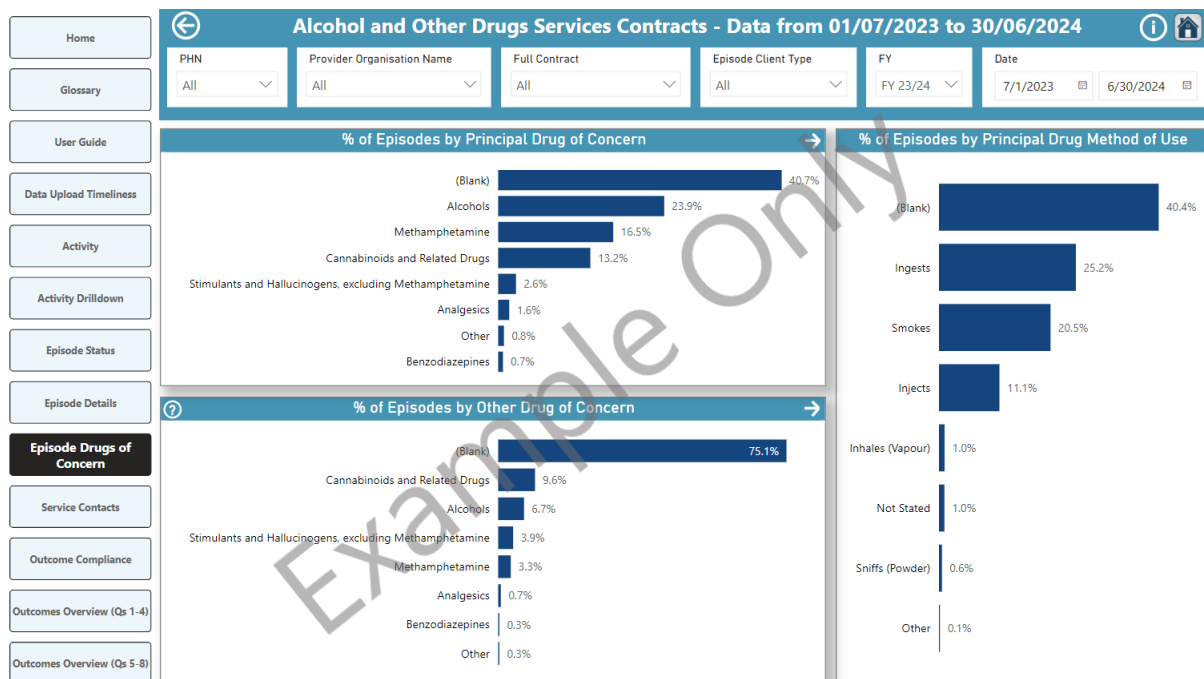
Episode Status – describes episode volume by completion status, episode length, average completed episode length, and average number of service contacts per completed episode.



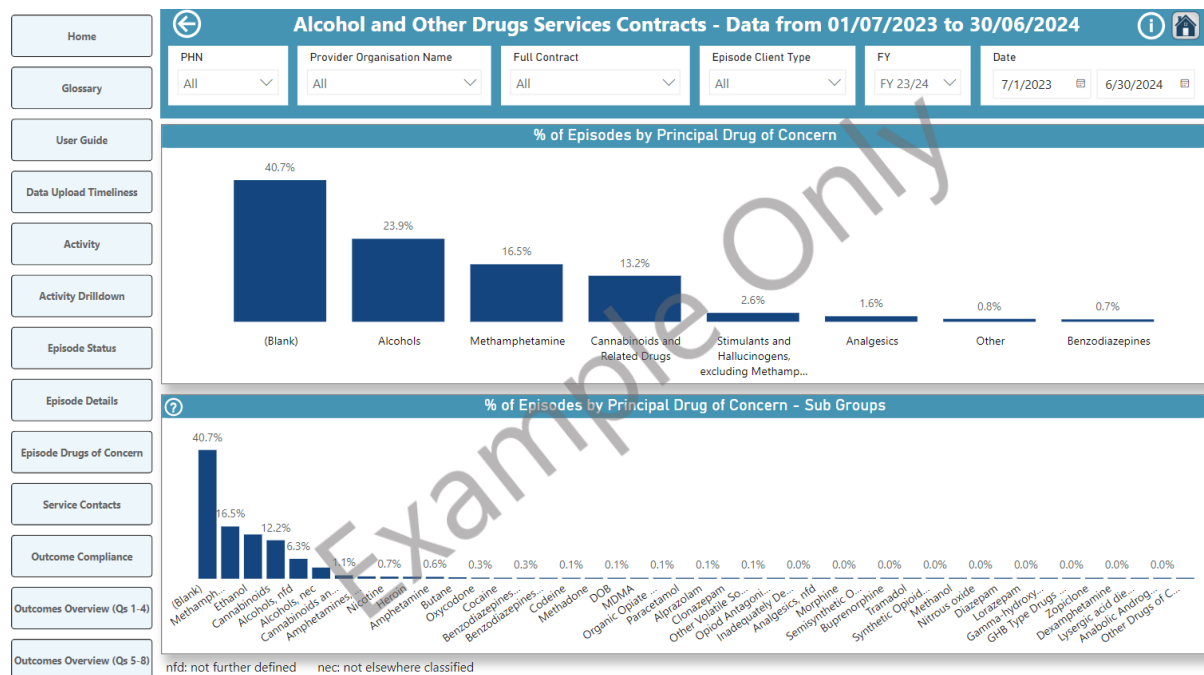
Episode Details – describes the episode client type, referral source, principal drug of concern, and treatment delivery setting.



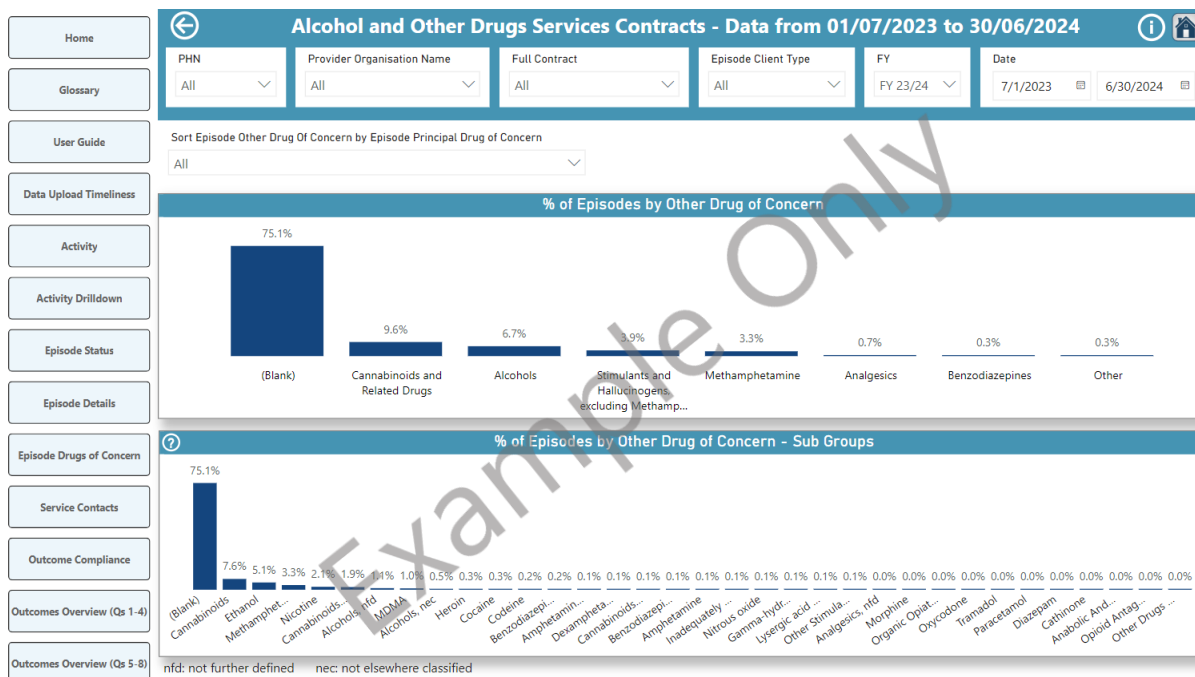
Episode Drugs of Concern – breaks down episodes by principal and other drug of concerns, with higher frequency substances highlighted. Also includes principal drug method of use.



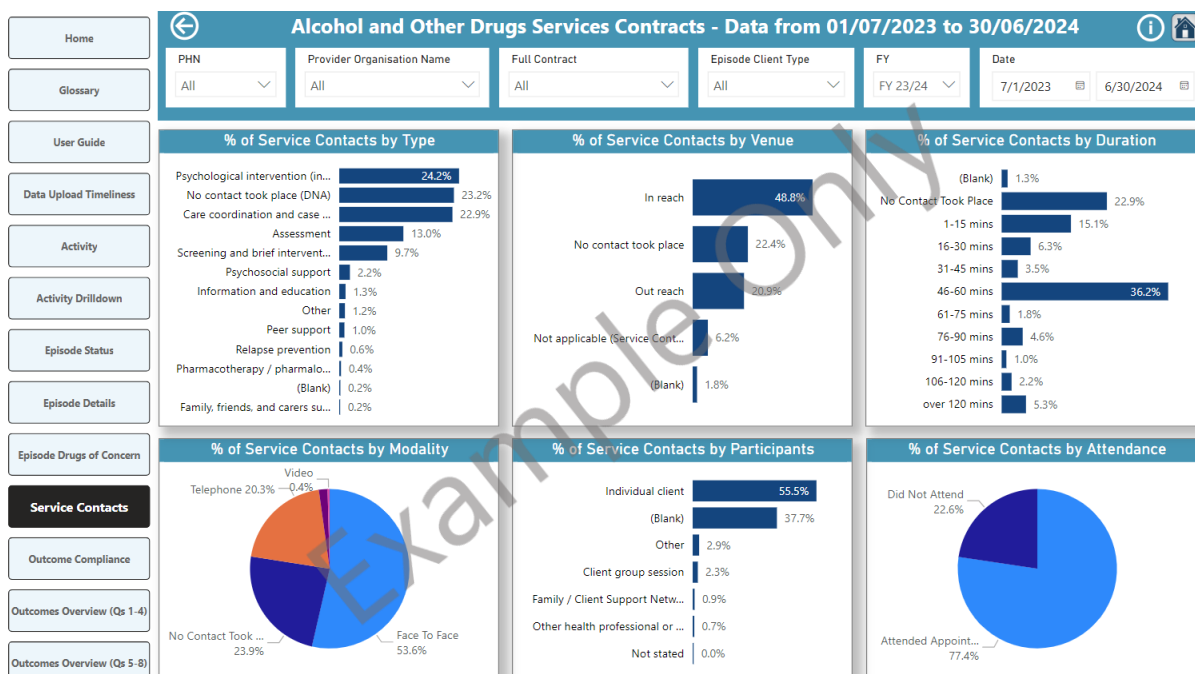
Episode Principal Drug of Concern – breaks down episodes by principal drug of concern sub-groups.



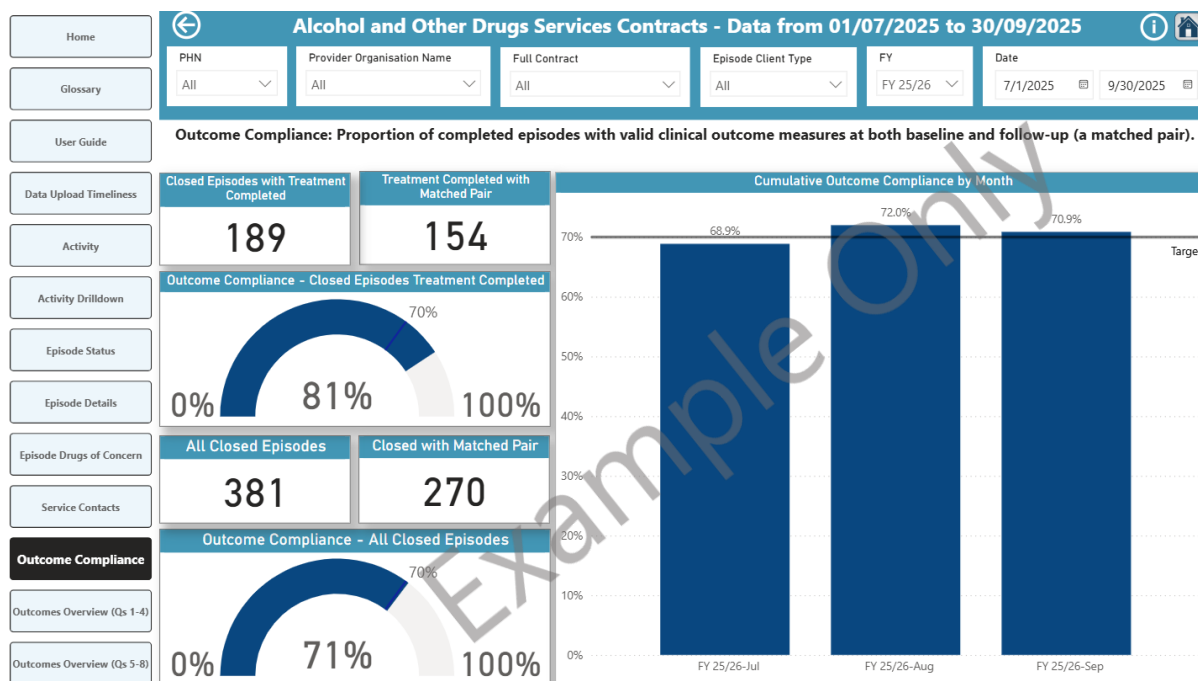
Episode Other Drug of Concern – breaks down episodes by other drug of concern, with the option to filter by principal drug of concern.



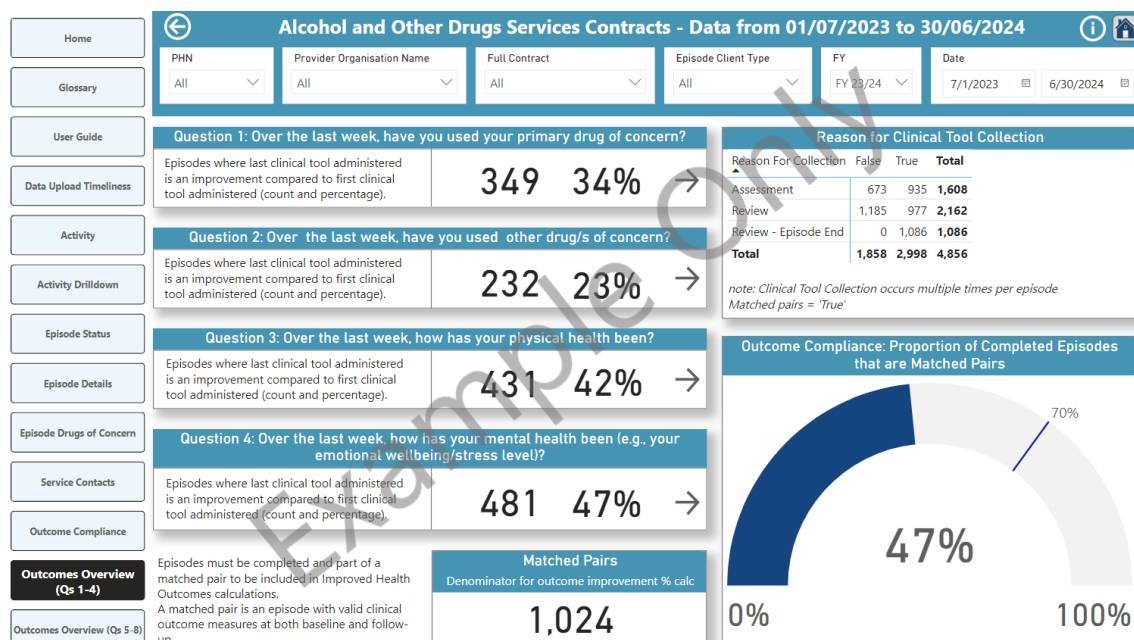
Service Contacts – describes the specifics of service contacts delivered.



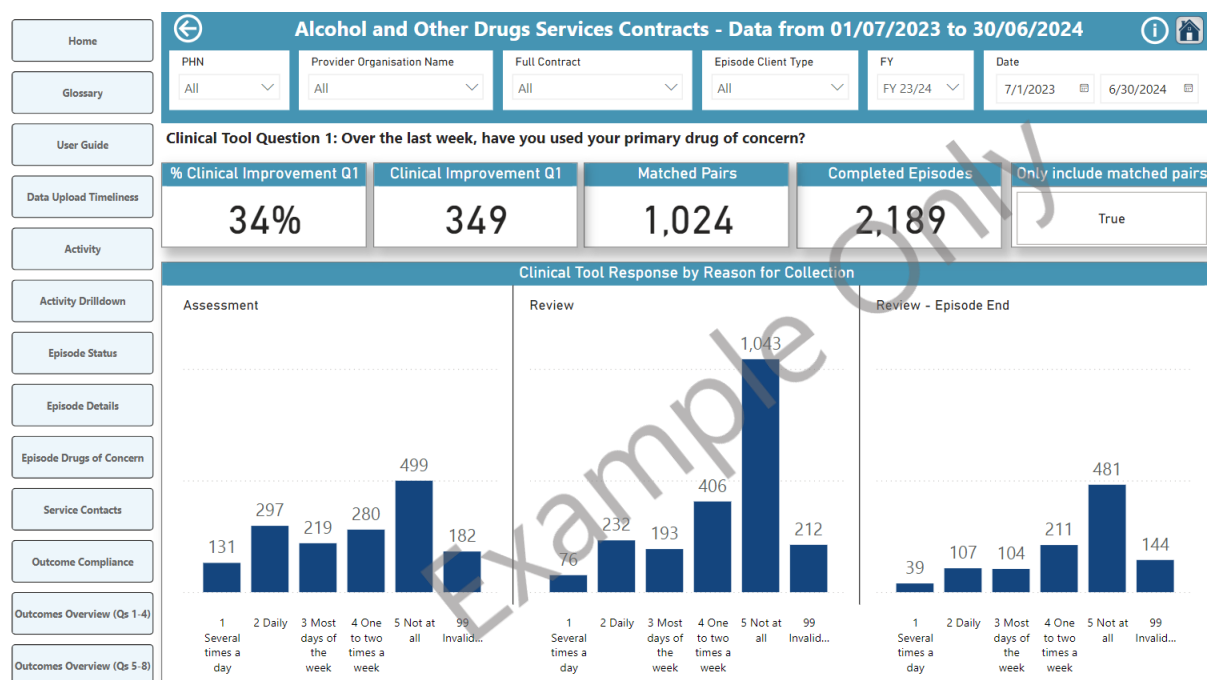
Outcome Compliance – Completed episodes where an initial and subsequent (follow-up) clinical tool is administered as part of an episode.



Outcomes Overview (Qs 1-4) and (Qs 5-8) – describes a breakdown of completed episodes, with matched pair clinical tools, where the last clinical tool administered reports an improvement compared to the first clinical tool administered. Option to drilldown further into each clinical tool by clicking on the arrow. Also shows outcome compliance - % of completed episodes where an initial and subsequent clinical tool is administered.



Clinical Tool Drilldowns – drilldown further into each clinical tool question by clicking on the arrow on the outcomes overview pages. Breaks down clinical tool responses by reason for collection and



response with option to only view collections of matched pairs.

If you experience trouble accessing the Alcohol and Other Drugs Activity Report, or have any queries about the metrics visualised, please contact your contract manager.

Alcohol and Other Drugs Balanced Scorecard

The Alcohol and Other Drugs (AOD) Balanced Scorecard is a two-page report offering an overview of AOD contract performance in relation to PMF indicators. Starting in July 2023, AOD data collection into the CSRP commenced, and PMF Indicators were included in service agreements. The AOD Balanced Scorecard includes information for both the previous financial year and the current financial year. The report includes icons to show whether the contract is meeting targets, close to meeting targets or not on track. For definitions of the indicators and targets, see the [PMF Website for AOD](#).

To select a contract in the AOD Balanced Scorecard, check the box for an individual contract (not just the Organisation) from the drop-down menu. To view multiple contracts in combination, hold down control while clicking on the contract number/name.

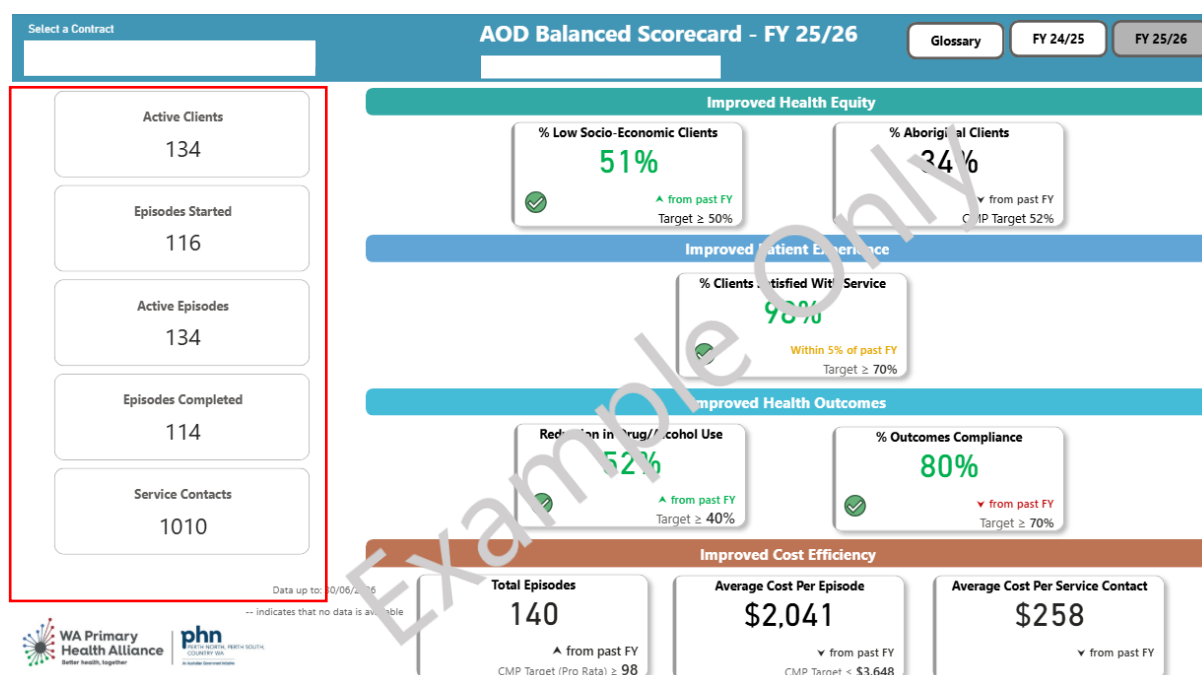
Additionally, there is a button in the report that allows you to view the performance data as of the end point of the previous financial year, providing a clear comparison between current and past performance.

Selecting your contract:

To begin using the Balanced Scorecard select your contract from the dropdown menu highlighted below. Ensure that you select an individual contract by expanding the down arrow next to your organisation's name in the filter and clicking a single contract so that its checkbox is filled black. After your contract is selected, the scorecard will be populated with the relevant data.

The screenshot displays the 'AOD Balanced Scorecard - FY 25/26' interface. On the left, a 'Select a Contract' dropdown menu is open, showing a search bar and a list of contracts. The list includes 'Test Org 1 (Organisation) + CON12349 - AOD ...', 'Test Org 1', 'CON12349 - AOD Test Service' (which is selected with a black checkbox), 'CON22349 - AOD Test Service 2', and 'Test Org 3'. The main area of the scorecard shows five horizontal bars representing different PMF indicators: 'Improved Health Equity' (teal), 'Improved Patient Experience' (blue), 'Improved Health Outcomes' (light blue), and 'Improved Cost Efficiency' (orange). A 'Glossary' button and two tabs for 'FY 24/25' and 'FY 25/26' are visible at the top right. A large 'Example Only' watermark is overlaid diagonally across the center. At the bottom left, there are logos for 'WA Primary Health Alliance' and 'phn' (Perth and Peel Health Network), along with the text 'Data up to: 30/06/2026' and '-- indicates that no data is available'.

Aggregate data for current FY - Once a contract has been selected, the numbers on the left side of the Balanced Scorecard provide information on the current number of clients and episodes so far for this financial year.



Data for each domain - The dashboard has 4 domains: Improved Health Equity, Improved Cost Efficiency, Improved Health Outcomes and Improved Patient Experience. Each domain contains information for the past financial year, the current financial year, and the variation between them. Please refer to the glossary for the definitions. The target for each indicator is in the bottom right corner of the indicator card. If this is a contractual target, it is labelled 'Target'. Only contractual indicators are presented in colour, with green indicating the target is met, amber indicating achievement within 5% of the target, and red indicating more than 5% deviation from the target. Above these targets, also in the bottom right corner of the card is an indication of variation from previous FY (↑ from past FY, ↓ from past FY, Within 5% of past FY). If the indicator is in addition to contractual requirements, it is labelled 'CMP Target', and these will be discussed in Contract Management Plan meetings in addition to contractual indicators.

Glossary - The glossary contains information on each variable within the dashboard. To begin, select the domain you are interested in, each domain refers to one of the 4 boxes on the dashboard. Then select the required variables which will then populate the two central boxes. The top box provides a

definition of each measure whilst the bottom provides the definition of the traffic light system for each variable. To return to the main report, click on the back arrow at the top, left.

Glossary

Disclaimer: Throughout this document the word Aboriginal is used to denote Aboriginal and Torres Strait Islander peoples

Domain	Field	Description		
☐ 1. Improved Health Equity	% clients had access to this service when they needed it	Assesses whether clients accessed the service in a timely way after referral.		
☐ 2. Improved Patient Experience	% clients satisfied with the service received	Patient satisfaction, measured through the AOD clinical tool in the Commissioned Services Reporting Portal, captures responses to Today, how satisfied are you with the service provided? at the end of treatment. A patient is considered 'satisfied' if they have answered 3 (Moderately), 4 (A lot) or 5 (extremely).		
☐ 3. Improved Health Outcomes	% of Aboriginal clients	Monitors whether the service is reaching Aboriginal and/or Torres Strait Islander clients in line with the agreed contract or provider target.		
☐ 4. Improved Cost Efficiency	% of clients who demonstrate clinical improvement - improved confidence	Captures positive self-reported improvement in confidence at Review using the AOD clinical tool question relevant to client type.		
☐ 5. Other	% of clients who demonstrate clinical improvement - reduced drug/alcohol use	Captures a client's self-reported reduction in use of primary drug of concern at end of episode compared to start.		
	% of low socio-economic clients	The Socio-Economic Indexes for Areas (SEIFA), developed by the Australian Bureau of Statistics (ABS), ranks areas across Australia based on relative socio-economic advantage and disadvantage. These rankings are derived from census data and are divided into ten deciles. Each decile represents 10% of the population, with Decile 1 indicating the lowest socio-economic areas and Decile 10 the highest. A client is considered to reside in a low socio-economic area if their residential postcode falls within SEIFA deciles 1 to 3 OR they have indicated homelessness via Postcode (9997 for Homeless/No fixed address) Fields Used in the Calculation: - Client Postcode (9997 for Homeless/No fixed address)		
Field	'On Track?' color ranges			
☐ Search	Field	Green	Amber	Red
☐ % clients had access to this service when...	% clients had access to this service when they needed it	At or above 70%	Within 5% of the target	Less than 70%
☐ % clients satisfied with the service received	% clients satisfied with the service received	At or above 70%	Within 5% of the target	Less than 70%
☐ % of Aboriginal clients	% of Aboriginal clients	At or above target (Example: if target is 10%, Green is 10% or more)	Within 5% of the target (Example: 9.5% to 9.9%)	More than 5% below target (Example: 9.5%)
☐ % of clients who demonstrate clinical improvement	% of clients who demonstrate clinical improvement - improved confidence	At or above 70%	Within 5% of the target	Less than 70%
☐ % of clients who demonstrate clinical improvement	% of clients who demonstrate clinical improvement - reduced drug/alcohol use	At or above 70%	Within 5% of the target	Less than 70%
☐ % of low socio-economic clients	% of low socio-economic clients	At or above 70%	Within 5% of the target	Less than 70%
☐ % planned service contacts attended by ...				
☐ % services delivered to Aboriginal client...				
☐ Active Clients				
☐ Active Episodes				
☐ Average cost per episode				
☐ Episode Length				
☐ Episodes Completed				

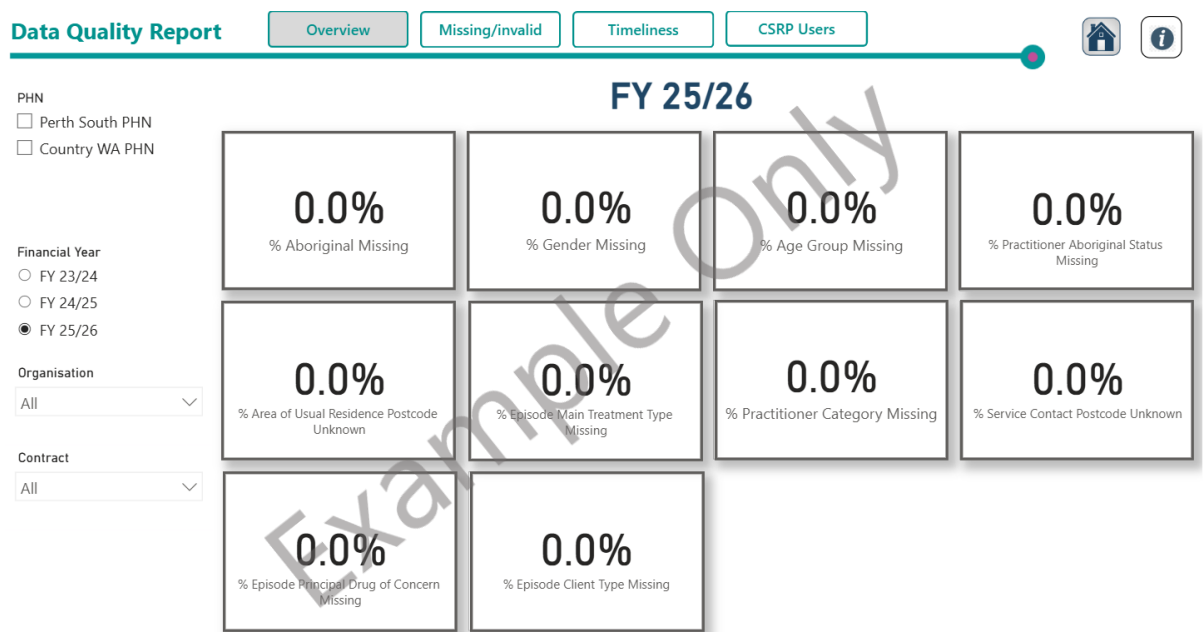
If you experience trouble accessing the AOD Balanced Scorecard, or have any queries about the metrics visualised, please contact your contract manager.

Alcohol and Other Drugs Data Quality Report

The AOD Data Quality Report helps improve visibility of data quality issues in the information submitted by Mental Health Commissioned Service Providers (CSPs) to the Alcohol and Other Drugs (AOD) dataset. The report is designed to provide insights and enhance the quality of data across several key areas.

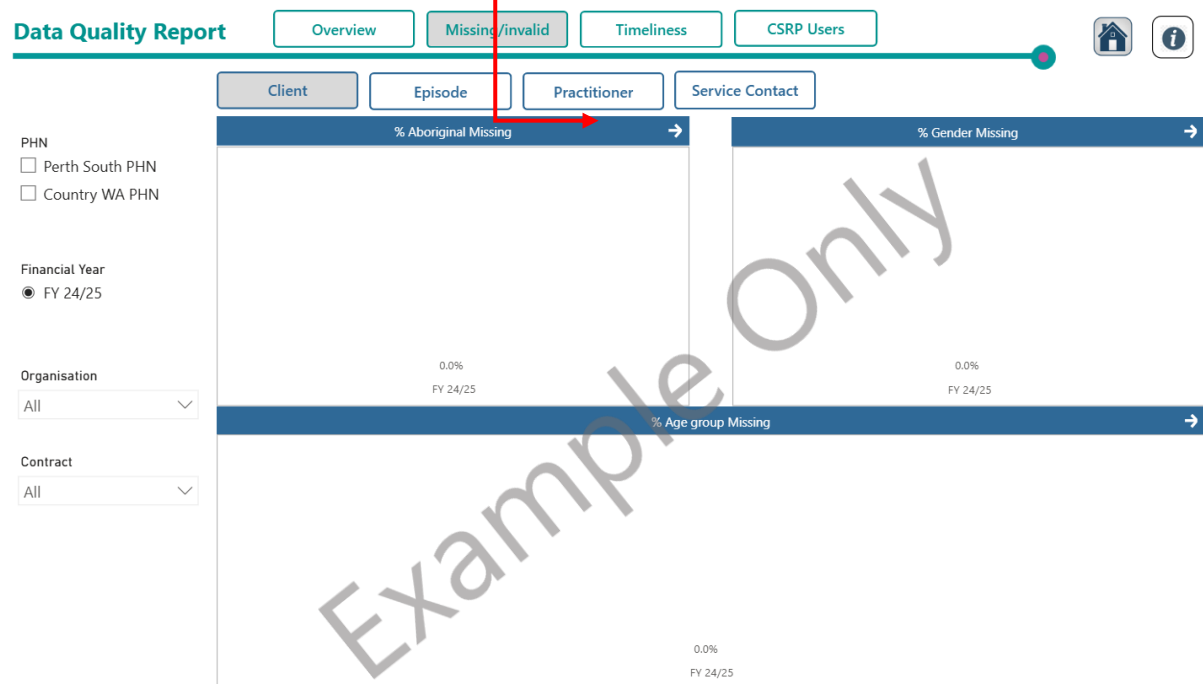
The report consists of three main sections:

Overview: This section offers a high-level summary of data quality for the current financial year, with options to filter by Primary Health Network (PHN), provider, and contract. Each item on the Overview page is interactive, allowing users to click through for more detailed information on specific data elements.



Missing and invalid data - This section highlights the proportion of missing or invalid data in key fields related to WAPHA's strategy and contract performance indicators. By default, the page focuses on client information, but users can easily switch between views for Client, Episode, Practitioner and Service Contact using the buttons at the top.

For any visual, users can click the small white arrow in the visual's title bar to see a more detailed breakdown by contract and month.



Timeliness - This section identifies Commissioned Service Providers (CSPs) that have not submitted data to the CSRP each month, as required by their contractual obligations. Contracts that have missed a monthly submission are marked with a red bar. For contracts that have submitted data, the number of unique clients receiving services during that month is displayed.

Data Quality Report

Overview Missing/Invalid Timeliness CSRP Users

Red cells indicate missing client numbers

PHN
☐ Perth South PHN
☐ Country WA PHN

Financial Year
☒ FY 24/25

Organisation
 All

Contract
 All

Total Number of Clients Reported by Month												
Year	2025											
Organisation	July	August	September	October	November	December	January	February	March	April	May	June
Large Organisation												
CON3405983aod - ser340598												
Test Provider												
CON234598aod - AOD Contract 1												
TEST1298 - TestAODContract												

CSRP Users – This section identifies all active users in the CSRP by name, email address, organisation and job title. The default view highlights all current users, using the arrow on the top right corner of the table will drill down into the data quality issues of current users. Drilling down will show accounts that need to be reviewed as WAPHA has an issue with them.

Data Quality Report

Overview

Missing/invalid

Timeliness

CSRP Users

Primary Health Network

☐ Perth South PHN

Organisation

All

Contract

All

Financial Year

☒ FY 24/25

Active CSRP User Accounts

Full Name	Email Address	Organisation	Job Title
Matt Meenan	Matt@edshs.wa.gov.au	Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	
		Test Provider	Tester
		Test Provider	
		Test Provider	

If you experience trouble accessing the Alcohol and Other Drugs Data Quality Report, or have any queries about the metrics visualised, please contact your contract manager.



WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners of this Country

We honour Elders, past and present, and recognise the continuing connection of Aboriginal peoples to lands, waters, and culture. We recognise the diversity and strength of Aboriginal peoples, and the importance of self-determination and cultural knowledge in supporting the positive health and wellbeing of the whole community.

Disclaimer

WA Primary Health Alliance's publications and the material within them are intended for general information purposes only. Please read our [full disclaimer](#). While the Australian Government contributed funding for this material, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

Contact

P 08 6272 4900
E info@wapha.org.au

Level 2, 1 Hood Street
Subiaco WA 6008

wapha.org.au

PO Box 883
Subiaco 6904