

# Online Services Report (OSR) Database, 2011–12, Data Quality Statement

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# Online Services Report (OSR) Database, 2011–12, Data Quality Statement

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Quality Statement
<b>Synonymous names:</b>	OATSIH Services Reporting
<b>METEOR identifier:</b>	532019
<b>Registration status:</b>	<a href="#">AIHW Data Quality Statements</a> , Superseded 02/06/2021

## Data quality

### Data quality statement summary:

#### Summary of key issues

- The Online Service Report (OSR) database collects service-level information from Aboriginal and Torres Strait Islander health services that received Australian Government funding.
- The AIHW compiles OSR data submitted by health services in order to monitor service activities annually at a national level.
- For the first time, the services submitted 2011–12 OSR data using an online data collection form which was uploaded to OCHREStreams, web-based data collection tool.
- Where needed, AIHW staff contacts services to clarify any data issues and request additional or corrected data.
- Major data quality problems identified in 2011–12 OSR collection includes inaccurate data recorded for questions and divergence of data among two or more questions.
- Number of services submitting data each year is likely to change depending on whether they receive Australian government funding.

#### Description

The OSR database collects service-level information from three main types of Aboriginal and Torres Strait Islander health services: primary health care, substance use and Bringing Them Home and Link Up counselling services. Those services report data to the Australian Institute of Health and Welfare (AIHW) under an agreement between the service and Office for Aboriginal and Torres Strait Islander Health (OATSIH). AIHW is the data custodian of this collection. OSR data were collected using a paper questionnaire from 2008–09 until 2010–11. From 2011–12 collection period data were collected using an online form administered through OCHREStreams. From 2008–09 to 2010–11, the data collection was known as the OATSIH Services Reporting data collection. In 2011–12, this was renamed as the On-line Services Reporting data collection but its acronym OSR remained unchanged.

**Institutional environment:** The AIHW is a major national agency set up by the Australian Government under the *Australian Institute of Health and Welfare Act 1987* to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The *Australian Institute of Health and Welfare Act 1987*, in conjunction with compliance to the *Privacy Act 1988, (Cth)* ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website <[www.aihw.gov.au](http://www.aihw.gov.au)>

The AIHW is responsible for undertaking the data management, analysis and reporting of information collected as part of the OSR.

**Timeliness:** The OSR collects data for a financial year period annually. The data collection started from 2008–09.

**Accessibility:** National level data are available in Aboriginal and Torres Strait Islander Health Services Report annual publications through hard copy or on the AIHW website. Data not available in reports can be requested by submitting an online data request form and may involve a charge for cost-recovery.  
[https://datarequest.aihw.gov.au/\\_layouts/AdHocDataRequest/LodgeRequest.aspx](https://datarequest.aihw.gov.au/_layouts/AdHocDataRequest/LodgeRequest.aspx)

**Interpretability:** Data was collected by using a designed questionnaire. Main statistical analyses used in reports are descriptive. Numbers and percentages are commonly used to interpret major trends in publications.

**Relevance:** An individual service may provide more than one type of health related care resulting in some overlap between primary health care, substance use and Bringing Them Home and Link Up counselling services. For some questions, all or nearly all services for which the question was relevant provided correct data. There were a number of questions that were not relevant to all services, and so a smaller number of services provided data for these questions.

The denominator used for percentage calculation is the number of services that provided valid data for each question.

**Accuracy:** The AIHW examines all forms submitted to identify data quality issues such as internal inconsistencies and any discrepancies between collection periods by applying a set of rules. Where needed, AIHW staff contacts the relevant services to follow up on the data issues and to obtain additional or corrected data.

The AIHW identified two major the data quality issues in 2011–12: inaccuracies in the data provided for some questions and divergence of data among two or more questions. There were a number of questions for which some services were required to answer the question but were unable to provide the correct data.

Two major reasons for missing data or data with quality problems were the lack of complete records of data held by the service or insufficient data management resources in the service to support the data collection. In these cases, some services provided estimates.

The AIHW assessed that some of these estimates are likely to either underestimate or overestimate the actual figures.

**Coherence:** Data were collected and reported by the AIHW for the first time in 2008–09 reporting period using a new OSR questionnaire which replaced the Service Activity Reporting, Drug and Alcohol Services Reporting, and Bringing Them Home and Link Up counselling data collections previously collected by the OATSIH. It would not be appropriate to make time series comparisons with pre 2008–09 data due to differences in the collection methodology. Although the data collection was moved to an online form from 2011–12, all data elements from previous OSR collections were maintained. Therefore, the data can be used to present time series analyses.

## Data products

**Implementation start date:** 17/07/2013

## Source and reference attributes

**Submitting organisation:** AIHW

## Relational attributes

**Related metadata references:** Supersedes [Data Quality Statement: OATSIH Service Reporting \(OSR\) Database, 2010–11](#)

[AIHW Data Quality Statements](#), Standard 04/10/2012

Has been superseded by [Online Services Report \(OSR\) Database, 2012–13, Data Quality Statement](#)

[AIHW Data Quality Statements](#), Superseded 02/06/2021

**Data sources linked to this Data quality statement:** [Online Services Report Data Collection](#)