Outcome Measurement System (OMS) Data Submission Guide

What is OMS?

OMS is a set of agreed data items collected by all organisations funded to provide Queensland Community Support Scheme (QCSS) services. OMS is the primary source of data on Queensland Community Support Scheme services and is used for contract management purposes and for program planning.

When do I submit my OMS?

Collection Quarter	Dates Collected	Submission Month	
Quarter 1	1 July to 30 September	1 to 28 October	
Quarter 2	1 October to 31 December	1 to 28 January	
Quarter 3	1 January to 31 March	1 to 28 April	
Quarter 4	1 April to 30 June	1 to 28 July	

What do I need to report?

Organisations must report all data elements for all individuals receiving services delivered with Queensland Community Support Scheme funding, as defined in the OMS Technical Specification.

Where do I submit routine OMS data?

Organisations are required to register to the OMS Portal (via the P2i homepage) to upload and submit an Excel or CSV file of their OMS data.

How do I upload my OMS file to OMS portal?

- Log on to OMS portal via the P2i home page located at <u>https://www.dcssds.qld.gov.au/p2i</u> Click on the link which says Outcome Measurement System (see page 2)
- 2. Click on 'My Uploads' on the left-hand menu on the main screen. By default, this page will already be open when you log in.
- 3. You will see Upload OMS Quarterly Data File section in the right-hand side the main screen.
- 4. There are 2 ways to upload files:
 - a. You may navigate to your file by clicking the browse link; or
 - b. You may drag the file into the uploading window.
- Find and select the relevant OMS file for the quarter in Excel or CSV format. It is recommended to use the following file naming convention to ensure files can be linked to the correct outlet. This is particularly useful if your organisation has multiple outlets. Qx_YY_YY_OMSID = Q2_20_21_555333
- 6. The file is uploaded and validated on screen. There will be either a Successful Import result or you will be shown if there are Errors.

NOTE: when files are uploaded, they will not be received by the Department until the file is correct and the Import button pressed.

a. Successful Import: If there are no errors, OMS will display a "file imported successfully" message on the screen with an import summary, including a REF-ID and the number of rows processed. An email will also be sent to you confirming the Successful Import results.

- b. Import with errors: If the header has no errors but there are errors in the client data, OMS will display an error message listing the errors, followed by an import summary. You will receive an email notification including the REF-ID. You are required to review and fix errors in your source system, extract the data and resubmit.
- c. Header Rejected: OMS will display an error message on the screen along with any additional errors. You will also receive an email listing all errors. You are required to review and fix errors and resubmit.
- 7. The checkbox to certify the imported data does not appear until there are no errors. Check the checkbox for "I certify that I have sighted the performance data for this period and that the information provided is true account of the organisation's performance, as it relates to the department funding."

Can I upload my OMS file via the P2i Portal?

Yes, but not directly via P2i. From the P2i home page, you will be able to access the 'Outcome Measurement System' to upload your data via a link provided on the left-hand side of the P2i home page screen. You will then be required to login to the OMS application separately. This link will be available from 1 April 2023 to accept reporting files. The P2i home page is located at https://www.dcssds.qld.gov.au/p2i.

Queensland Government		
User agreement Online help centre (Funded organisations)	P2i Procure to Invest (P2i) provides the Queensland Government and funded organisations with a complete procurement and contract management solution including request for quote, supplier evaluation, contract setup, contract management, performance reporting and payments.	Support Funded organisations Contact Service Desk:
Outcome Measurement System	Welcome to the Pr To login to P2i, you must accep Agree and continue below. To grad continue below. To grad continue below.	Phone: 1300 119 566 Email: <u>P2IOrgTechSupportBcsyw.aid.gov.au</u>

What if I have over or under delivered this quarter?

If outputs delivered during the quarter are outside the allowable variation, your organisation will need to upload a Queensland Community Support Scheme Performance Report to P2i milestone reports.

Who can I contact about OMS enquiries?

OMS assistance – <u>OMS@chde.qld.gov.au</u> or your local departmental contract manager.

Step by Step to OMS Data Load

Step 1: Login to OMS portal using the following link via the P2i home page: <u>https://www.dcssds.qld.gov.au/p2i</u> Click on the link which says Outcome Measurement System (see page 2)

Step 2: The OMS Welcome page is displayed:

Queensland Government	
Welcome to OMS	
The objectives of the OMS system are:	
 To facilitate the collection of performance data for organisations and services. 	
 To provide the data required for policy development, strategic planning and perform 	nance monitoring against agreed output/ outcome criteria.
 To assist funded organisations to provide high quality supports to their service user 	s by facilitating improvements to the internal management of the funded service delivery.
 To enable contract management teams to analyse and manage contracted service d 	klivery against actual service delivery.
Continue	
Help Capyright Dicksiner Minary Egisteninformation Accessibility Jobin Commission/Communet: Other languages	© The State of Queenland 1995-2023

Lipit or OMS The Department of Tresty, Aboriginal and Torres Staft Islands Information in order to facilitate the collection of performance data for doing instations and service outlike. Wain information may be used to assist funded organisations to private into internal management of fundes service davies. Wain information will be managed by the department in accordance with the information Philosoy Act 2009 (Qiel) (IP Act). Management of Lindea Strain Management of	Queensland Government	
The Desartment of Treaty, Aborgania and Tornes Shrait Islander Partherships, Communities and the Arts collecting your personal information in order to failuate the work is collection of performance data for funded organisations and envice outliets. Nour Information may be used to assist funded organisations to provide high outling supports to their service users by failtaing improvements in the internal management of funded service delivery. Nour Information Mixedy the department in accordance with the information Phixedy-Act 2009 (Qid) (IP Act). <u>Here</u> & Queryldt Disking: Accessibility Main Queryldt Disking: Mixed Service Servi	Login to OMS	fmall*
funded organisations and service outlets. Your information may be used to askit funded organisations to provide kit provide instance of the internal management of funded service delivery. Your information mixed service	The Department of Thesky Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts is collecting your personal information in dors to facilitate the collection of performance data for	Environment Password*
Nour Information Privacy-Act 2009 (Qid) (IP Act). Don't remember your password? Hele Countiled Chainer Rhung Kight to Monumbin Accessibility Accessibility Main to Quantiled Chainer Countiled Chainer Countiled Countile	funded organisations and service outlets. Your information may be used to assist funded organisations to provide high cuality supports to their service users by facilitating improvements. In the interval maxament of funder source and early.	Enter your password.
Heig Capyright Electricate Privacy Eight to Internation Accordability John in Queencherd Generations Other Ingegram © The Rook of Queencherd 1995-2023	Your information will be managed by the department in accordance with the information Physics/42 2009 (Qid) (IP Act).	Don't remember your password?
Makin Generalized Generalized Topics Control of Control	Help Copyright Dickliner Privary Rightto-Internation Accessibility	
	Jobs in Queensland Government Other languages	C The State of Queensland 1995-2023

Step 3: User is transferred to the Login screen.

Select the 'My Uploads' link. This should already be the displayed page when you log in (below))

Anitologie	Please select a file type
	•
Reports	To upload a file, select the appropriate program name from the drop-down list above. Ensure that the program name selected is
Help	eppropriate for the the to be opposited. Uniter en program have different program numbers reflected in the file header markers row record (STARTHEADER# and ENDHEADER# - Row 1 of any file).
Change Password	A file that is loaded against an incompatible program will always produce errors. In this case, the first error will always be:
	"Column A: The value provided is not a valid value, this file cannot be accepted for upload. Please correct the number attached to the STARTHEADER and/or ENDHEADER marker and reload the file."
Logovt	If you see this error, select the appropriate program name and reload the file for the appropriate program. If you continue to see this
Logged in al: Organisation Name Last login was at: 13-09-2020 08:33 AM	error, check that the 5 laws HEADER and ENUMEADER number on the he is appropriate for the program name.
HE #: 15-04-2022-08-33 AM	

Step 4: Either drag and drop the file into OMS, or select *Browse* to search for the file on your computer, where a new window will open to enable a search for the file. Highlight the required document then select *Open*.

This file can be an *.XLS format, or *.XLSX or *.CSV format.

It is recommended to use the following file naming convention to ensure uploaded files can be linked to the correct outlet. This is particularly useful if your organisation has multiple outlets. **Qx_YY_YOMSID = Q2_20_21_555333**

Queensland Governme	neat		
User name My Uploads	Upload OMS Quarter Select browse to search for the File Name	ly Data File required document on your computer. *	Size
Hitp ChargePlaneout	Cancal	Chop Nes to strack, or proves	15 327 - Malakim Bala Tadasi - Suma
Laput waardine orsjoner		Digenze + Han Haller Made - Hann Rif Pichent - Disk-Welderum, Int., Chen Within - Within - Welderum, Int., Chen Within - Welderum, Int., Chen Welderum,	Delayment Hard No toroldal (1955) and
1969 Converte Discherer Princo Antelin Damaniane Communist Other	- Tatt Indonation Accelution	File game	ented 1995-2022

Step 5: Successful Import

On successful import, with no errors on screen, the OMS portal will ask the user to certify that the data they are about to import has been sighted and verified as true.

□ I certify that I have sighted the performance data for this period and that the information provided is true account of the organisation's performance, as it relates to the department funding.

Step 6: Check the accompanying checkbox and click the green Import button that appears only when the certification has been checked.

Weensland Government			
User name	Upload ON	S Quarterly Data File	
My Uploads	Select browse to	search for the required document on your computer. *	
Reports	Fi	e Name	Size
Help	×	_Data-Validation_Test_Clean.xlsx @	11.47 kB
Chanze Password	Please select a w	orksheet to upload *	
Losvet	Sheet1		× •
Logged in as: + ORG_USER	I certify that I organisation's	have sighted the performance data for this period and that the inform performance, as it relates to the department funding. *	nation provided is true account of the

The file will be imported, and a successful import screen will be displayed, as below.

Import Result Summ	hary	🖶 Print
Reference number:	REF-97	
Filename:	OMS Template.csv	
Import type:	QCSS-OMS Quarterly data	
File Upload date:	03-12-2020 06:15 AM	
Total records processed:	8	
Total records rejected:	0	
Total records added:	8	

An email will be sent.

Upload another file

Dear < User Name>,

Please be advised that your file upload on the OMS website under reference number <N> was uploaded successfully.

Cancel

Please go to OMS website and run the 'import results report' to view full details of your upload.

Please do not reply to this email as replies are routed to an unmonitored mailbox. Should you require assistance with accessing OMS please contact the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts at <u>oms@chde.qld.gov.au</u>.

Thank you. DISCLAIMER: The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended only for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of the Queensland Government and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network.

There will be no import of a file with errors. On validation, all errors contained in the file will be displayed on screen, with instructions on how to fix the error described.

You can choose to have a list of errors to be rectified sent to you. At the end of the list of errors on-screen there is green button to email the errors to yourself. This is a useful thing to do.



User name	Upload OMS Quarterly Data File			
My Uploads	Select browse to search for the required document on your computer.*			
Reports	File Name	Size		
Help	★ _Data-Validation_Test_All-Errors_XLSX.xlsx ♂	11.90 kB		
Change Password	Please select a worksheet to upload *			
	Sheet1	× •		
Logout				
Logged in as:	UPLOAD FAILED: Row 1, Column A, Column G - This submission does not include a valid header record. CSV files header record. STARTHEADER2 and end with ENDHEADER2. Your export file cannot be accepted. Please make the indicated changes and re-submit.	ord must start with		
	How to fix it? 1. Check that Row 1 Column A has the wording STARTHEADER2. 2. Check that Row 1, Column G has the wording ENDHEADER2. Correct as required.			
	UPLOAD FAILED: Row 1, Column F - The 'number of Service User records following' field in the header record is inconsistent Service User records received.	t with the number of		
	How to fix it? Check the number of records contained in the dataset below the row header (row 2 and beyond). Does the number of records to be submitted equal the number identified at Column F? If not, then change the number of records at Column F to match the			
UPLOAD FAILED: Row 30, Column AC - The Info value of 0. This Service User re	rmation, Assessment and Referral – Total Time (Hours) field is not applicable. This field ecord will not be accepted.	must have a		
How to fix it? Check the values contained in Correct as required.	the columns listed at left to ensure that the values recorded are numeric values.			
Email errors Cancel				

Unlike the previous application, the new application validates both the header and the body of the report at the same time. You will see both header errors and body errors displayed on-screen. You will need to rectify both before the file will be accepted for import.

The email that you send to yourself detailing the upload errors will contain the following information:

Dear <User name>,

You have attempted to upload an OMS Quarterly Data file for <insert Organisation here>, however the file has been rejected.

• Row 1, Column A, Column G - This submission does not include a valid header record. CSV files header record must start with STARTHEADER2 and end with ENDHEADER2.

Your export file cannot be accepted. Please make the indicated changes and re-submit.

- Row 1, Column F The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received.
- Row 2, Column A, Column AD Each client record must start with STARTCLIENT2 and end with ENDCLIENT2. This Service User record will not be accepted.
- Row 11, Column J The **Suburb/Town/Locality Name** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 14, Column M The **Disability Code** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 16, Column O The **Accommodation Setting** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 17, Column P The **Residency/visa status** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 18, Column Q The **Government Pension/Benefit Status** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.
- Row 22, Column V The **Cessation Reason** field of the Service User record contains an invalid reference value. This is a required field. This Service User record will not be accepted.

Should you require assistance with accessing OMS please contact the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts at <u>oms@chde.qld.gov.au</u>.

Thank you. DISCLAIMER: The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended only for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of the Queensland Government and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network.

Common Errors (and their Solution)

This table includes an explanation about errors identified as part of the OMS data upload process that will result in data items being rejected. The error message is explained, the relevant column in your data set is highlighted and corrective actions are provided. Note, some records may be identified as having errors that do not result in the data being rejected. The error messages provided are generally self-explanatory and the data should be corrected in the source system ahead of re-upload, either as a result of having data rejected or at the time of next reporting. These errors are not dealt with in this document.

Header Record Rejection Reasons

These apply to the first row in the spreadsheet only.

Error Message	What does this mean?	Which column is	What do I need to do?
		this in my dataset?	
Incorrect number of data fields within the	The file header must contain 7 fields.	All Columns	Check that Row 1 has seven (7) fields, no more
data fields.			
This submission does not include a valid header record. CSV files header record must start with STARTHEADER2 and end with ENDHEADER2. Your export file cannot be accepted. Please make the indicated changes and re-submit.	The header record in the CSV file must have the wording STARTHEADER2 at the beginning of the first line of data in the CSV file and end with ENDHEADER2. If the file contains any other wording this rejection error occurs.	Column A, Column G	 Check that Row 1 Column A has the wording STARTHEADER2. Check that Row 1, Column G has the wording ENDHEADER2. Correct as required.
The Agency ID field specified in the header record is not registered or is not valid. Please confirm with your department representative that your agency is registered and valid.	 The Agency ID in the Header Record is invalid. This may be caused by: Agency ID does not exist or is not currently active as a "OMS ID" for a Service in QCSS-OMS that is associated with the Organisation under which the user is logged in. Note that the data provided as the "Agency ID" in the QCSS-OMS data file is stored as the "OMS ID" against a 'Service' in QCSS-OMS. 	Column B	Check that the Agency ID number is valid and correct for your organisation. Correct as required.
The Agency ID field specified in the header record does not belong to your organisation. Please ensure that you have the correct Agency.	The Agency ID in the Header Record belongs to an organisation that is not the same as the organisation that you are assigned to.	Column B	Check that you have the Agency ID number for your organisation. Correct as required.
The 'Data Collection Identifier' specified in the header record is not available for QCSS- OMS reporting. Your export file cannot be accepted.	 The Data Collection ID listed in the submission file Header Record is for a quarter that is in the future. This field indicates the year and quarter that the data is being reported for. Quarters are numbered across a calendar year: 2019/1 = Jul 2019 to Sep 2019. Reporting opens 1 Oct 2019. 2019/2 = Oct 2019 to Dec 2019. Reporting opens 1 Jan 2020. 2019/3 = Jan 2020 to Mar 2020. Reporting opens 1 Apr 2020 	Column C	Check that the Data Collection ID is correct for the file that you are uploading. Correct as required. A common error is to insert the wrong quarter number for the period that is being reported (for example, uploading data for quarter 1 – 2019/1, Jul -September – but inserting 2019/2

	• 2019/4 = Apr 2020 to Jun 2020. Reporting opens 1 Jul 2020.		by mistake because the reporting is being uploaded in October).
The 'Data Collection Identifier' specified in the header record must be in the form YYYY/N. Your export file cannot be accepted.	The Data Collection ID listed in the submission file is in an incorrect format.	Column C	Check the format of the Data Collection ID and ensure that it is in format YYYY/N. Correct as required.
The 'Data Collection Identifier' specified in the header record must specify a valid year of between 1900 and 9999. Your export file cannot be accepted.	The Data Collection ID listed in the submission file has an invalid year.	Column C	Check the format of the Data Collection ID and ensure that the year is between 1900 and 9999. Correct as required.
The 'Data Collection Identifier' specified in the header record must specify a quarter between 1 and 4. Your export file cannot be accepted.	The Data Collection ID listed in the submission file has an invalid quarter.	Column C	Check the format of the Data Collection ID and ensure that the last digit, the quarter, is between 1 and 4. Correct as required.
The 'transmission number' field in the header record must be a numeric value.	The file submitted has an alpha character in the Transmission Number field of the Header Record instead of the required numeric character.	Column D	Check that the transmission number is in a number format. The transmission number cannot be a letter, for example. Correct as required.
The 'transmission number' field of the header record must be a numeric value that is greater than the previous transmission number submitted for your Agency for this period and portion.	The file submitted has an invalid Transmission Number in the Header record. The Transmission number for a revision file must be greater than the previous file for the same portion, quarter, financial year, Agency (Organisation) and Service (Outlet).	Column D	Check that the transmission number is higher than the transmission number used previously when attempting to upload this file. Correct as required.
The 'portion number' field in the header record must be equal to 1.	The file submitted has a value character in the Portion Number field that is not equal to 1.	Column E	Check that the portion number is in a number format, and equal to 1.
The 'number of Service User records' field of the header record must be a numeric value.	The file submitted has an alpha character in the Number of Service Users field in the Header Record instead of the required numeric character.	Column F	Check that the value input for the number of service user records is in a number format. Check also the next error. Correct as required.
The 'number of Service User records following' field in the header record is inconsistent with the number of Service User records received.	The file submitted has a different value in the Number of Service User records field in the Header compared to the actual number of Service User records.	Column F	Check the number of records contained in the dataset below the row header (row 2 and beyond). Does the number of records to be submitted equal the number identified at Column F? If not, then change the number of records at Column F to match the number of records being submitted. The number of records submitted does NOT include the header row. Correct as required.
This submission does not include any valid Service User records. Your file cannot be accepted.	The file submitted has a correct Header Record but the Service User records are invalid because there are no Service User	N/A	 Determine that there are records being uploaded as part of the dataset.

records in the file or there is a problem with the format of all of	2.	Check the format of the data being
the Service User records.		uploaded. Is this the right dataset for the
		upload, or has another, unrelated, dataset
		been included.

Service User Record Rejection Reasons

These may apply to any row in the import file other than the first one.

Error Message	What does this mean?	Which column is	What do I need to do?
		this in my dataset?	
Your submission contained blank and/or	The file submitted has a correct Header Record but one or many	N/A	Check the entire entry line identified for missing
partial records. These were ignored during	Service User records have a zero value for all services reported.		data. Delete the line entirely if necessary before
processing.			re-uploading the data.
Each client record must start with	Client records must begin with STARTCLIENT2 at the beginning	Column A, Column	1. Check that Column A has the wording
STARTCLIENT2 and end with ENDCLIENT2.	and end with ENDCLIENT2.	AD	STARTCLIENT2.
This Service User record will not be	If the line contains any other wording this error occurs.		2. Check that Column AD has the wording
accepted.			ENDCLIENT2.
			Correct as required.
The Service User Letters of Name is not in	The Service User Letters of Name has less than or greater than 5	Column B	Check the format of the Letters of Name and
the correct format. Please review the record	characters or is blank.		correct as required.
in your file. This is a required field. This			
Service User record will not be accepted.			
The date of birth for the Service User must	The file submitted has a correct Header Record but the date of	Column C	Check the format of the service user's date of
be in the format DD/MM/YYYY or	birth for the Service User is invalid. The cause of this rejection		birth and compare it to the required format of
YYYY/MM/DD. This is a required field. This	error could be not enough characters in the field, the wrong		DD/MM/YYYY or YYYY/MM/DD. Correct as
Service User record will not be accepted.	format or an empty field.		required.
Invalid Service User record cannot be	The Service User date of birth is later than the last date of the	Column C	Compare the service user's date of birth in
accepted – date of birth is after the	reporting quarter.		column C with the date of the last date of the
reporting period.			reporting period. Correct the service user's date
			of birth.
The <field></field> field of the Service User record	The file submitted has a correct Header Record but the <field></field>		Check the relevant column for the <field></field> to see
contains an invalid reference value. This is a	field is invalid.		that the file contains a valid reference value and
required field. This Service User record will			correct as required.
not be accepted.			
	Date of birth estimated flag	Column D	
	Gender	Column E	
	Country of Birth	Column F	

	Main Language Spoken at Home	Column G	
	Indigenous Status	Column H	
	State	Column I	
	Suburb	Column J	
	Disability Indicator	Column L	
	Disability Code*	Column M	
	Living Arrangements	Column N	
	Accommodation Setting	Column O	
	Residency / Visa Status	Column P	
	Government Pension / Benefit Status	Column Q	
	Existence of Carer	Column R	
	Source of referral	Column S	
	Cessation Reason~	Column V	
	Outcome of Last Update**	Column X	
	Service Outlet Referral^	Column Y	
	Required Supports^	Column Z	
The <field></field> field of the Service User record	The file submitted has a correct Header Record but the <field></field>		Check the relevant column for the <field></field> to see
is not blank. This Service User record will	field is not blank.		that the file contains a blank reference value and
not be accepted.			correct as required.
	Disability Code*	Column M	
	Cessation Reason~	Column V	
	Outcome of Last Update**	Column X	
	Service Outlet Referral^	Column Y	
	Required Supports^	Column Z	
The postcode field for the Service User must	The file submitted has a correct Header Record but the postcode	Column K	Check the data in column K. Postcodes in
contain 4 digits. This is a required field. This	field for the Service User is invalid. The cause of this rejection		Australia only have 4 digits and correct as
Service User record will not be accepted.	error would be due to the field containing less than or more		required.
	than four characters.		The data must contain 4 digits only. A common
			error is that required postcode data has been
			omitted. Correct the data as necessary.
The <field></field> for the Service User must be	The file submitted has a correct Header Record but the <field></field>	Columns T, W	Check the values contained in the columns listed
before the reporting period end date. This is	field is after the reporting period end date.		at left to ensure that the date recorded are the
a required field. This Service User record will			same as or before the reporting period end date.
not be accepted.			Correct as required.
The date of exit for the Service User must	The file submitted has a correct Header Record but the date of	Column U	Check the values contained in the date of exit to
be within the specified reporting period.	exit field is not within the reporting period.		ensure that the date recorded is within the
This is a required field. This Service User			reporting period.
record will not be accepted			Correct as required.

The date of last update for the Service User must be the same as or after the date of	The file submitted has a correct Header Record but the Date of	Column W	Check the values contained in the date of last
entry. This Service User record will not be			same as or after the date of entry .
accepted.			Correct as required.
The <field></field> field for the Service User must	A value provided for service delivery is invalid, as it does not	Columns AA, BB, CC	Check the values contained in the columns listed
be greater than or equal to 0. This is a	contain a numeric value.		at left to ensure that the values recorded are
required field. This Service User record will			numeric values.
not be accepted.			Correct as required.
The <field></field> field is not applicable. This field	A value provided for service delivery is invalid, as it contains a	Columns AA, BB, CC	Check the values contained in the columns listed
must have a value of 0. This Service User	numeric value greater than 0.		at left to ensure that the values recorded are
record will not be accepted.			numeric values.
			Correct as required.

*If the disability indicator (Column L) is TRUE, then the Disability Code is not allowed to be blank, but if the disability indicator is FALSE, then the Disability Code *must* be blank.

~If the exit date (Column U) is blank, then the Cessation Reason must also be blank.

**If the date of last update (Column W) is blank, then the Outcome of Last Update must also be blank. If it is not blank, then Outcome of Last Update is required.

^If the referral source (Column S) is QCSS, then Service Outlet Referral may or may not be required depending on information not included in the upload, so it is treated as optional, while Required Supports is mandatory. If the referral source is anything else, then both fields must be blank.

Other Rejection Reasons

Error Message	What does this mean?	What do I need to do?
The server is down. This application will not run while	The web service is not running.	Please email OMS@chde.qld.gov.au immediately
the server is down.		about the server not running.
You have not selected a file to upload.	You have not selected a file to upload.	Please select a file to upload.