



**NADA**  
network of alcohol and  
other drugs agencies

# NADAbase Importer Guide

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The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government alcohol and other drugs sector in NSW. We represent close to 100 organisational members that provide a broad range of alcohol and other drugs services including health promotion and harm reduction, early intervention, treatment and continuing care programs. Together, we work to reduce the harms related to alcohol and other drugs use across the NSW community.

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## ABBREVIATIONS

|              |  |
|--------------|--|
| AIHW         | Australian Institute of Health and Welfare                                       |
| AOD          | Alcohol and Other Drugs  |
| AODTS        | Alcohol and Other Drug Treatment Service   |
| CRM          | Client Record Management   |
| COMS         | Client Outcome Management System   |
| DoH          | Department of Health   |
| HIE          | Health Information Exchange  |
| InforMH      | System Information & Analytics Branch, Ministry of Health                        |
| MoH          | Ministry of Health   |
| MDS          | Minimum Data Set   |
| NADA         | Network of Alcohol and other Drugs Agencies                                      |
| NMDS         | National Minimum Data Set  |
| NSW MDS DATS | New South Wales Minimum Data Set for Drug and Alcohol Treatment Services         |
| PHN          | Primary Health Network   |
| Validata     | Web portal for pre-configured validation conditions to incoming data submissions |

## OVERVIEW

### Introduction

The preparation of this guide is intended to support those involved in the collection, reporting and analysis of New South Wales Minimum Data Set for Drug and Alcohol Treatment Services data (NSW MDS DATS), Alcohol and Other Drug Treatment Services National Minimum Data Set data (NMDS) and Client Outcome Management System (COMS) – collectively referred to as NADAbase. This guide is a companion document to the NADAbase Data Dictionary. This guide primarily focuses on organisations who use their own bespoke Client Record Management (CRM) system to record client and episode data.

Bespoke systems are created fit for purpose for an organisation's operational requirements; however, this may not align to mandatory data collection specifications. This manual is to provide organisations with a guide to uploading, validating and submitting data to NADAbase.

### How to use this guide

This guide leads users through the activities involved in successfully importing data to NADAbase from a bespoke Client Record Management (CRM) system. NADA recommends users read the entirety of this guide to understand the basic principles of the process. This guide provides an overview of the importer process. Each section of the guide also covers a different step of the importing process, as well as advice on how to put each of the steps into practice.

The appendices in this guide provide step by step factsheets that are ready for printing and dissemination.

### NADA

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for non government alcohol and other drugs services in NSW. We advocate for, strengthen and support the sector. As a member driven peak body, NADA's decisions and actions are informed by the experiences, knowledge and concerns of its membership.

We represent close to 100 organisational members that provide a broad range of alcohol and other drugs services including health promotion and harm reduction, early intervention, treatment and continuing care programs. Our members are diverse in their structure, philosophy and approach to alcohol and other drugs service delivery.

We provide a range of programs and services that focus on sector and workforce development, data management, governance and management support, research and evaluation, sector representation and advocacy, as well as actively contributing to public health policy.

Together, we work to reduce the harms related to alcohol and other drugs use across the NSW community.

NADA has award level accreditation under the Australian Services Excellence Standards (ASES), a quality framework certified by Quality Innovation and Performance (QIP).

### NADAbase

NADAbase is a secure online client treatment and outcomes database built and supported by NADA for its membership. It provides the central data repository for NSW non government specialist Alcohol and Other Drugs (AOD) treatment services. This is an important role to support the sector in the collection and reporting of client data as part of data requirements to government, KPIs, internal continuous quality improvement, and as a valuable tool to work with individual clients.

In 2008 as part of the then NSW Health (now Ministry of Health) strategy, A New Direction in Mental Health, NADA was funded to undertake an information management project to develop and implement a system for measuring client outcomes of care in non government drug and alcohol services. [The Client Outcomes Management System \(COMS\) data set](#) consists of items from existing standardised and validated tools used to measure client outcomes in relation to drug and alcohol use, psychological health, general health and wellbeing and risk-taking behaviour related to BBVs and overdose from AOD use.

## NADAbase importer

Many member services rely on their own bespoke CRM system to store client information and treatment episode data. The introduction of NADAbase as an online client treatment and outcomes database serves to lessen the burden of individual reporting, and instead have NADA report on member services' data on their behalf. The challenge for NADA was to create an option for member services with bespoke CRM systems to use NADAbase, without having to enter data into two separate systems.

In 2016, NADA built in the functionality to import data to NADAbase to ease the burden of double entry for member services who input data to their bespoke CRM systems. To fulfil requirements set by funding bodies, members who import data from their CRMs to NADAbase are responsible for timely uploading of the following data:

- client information
- treatment episodes
- client outcome measures

## NADABASE USERS AND ROLES

There are three types of Users defined in NADAbase; General Users (**User**), NADAbase Administrators (**Administrator**), and NADAbase Importers (**Importer**). This manual covers the perspective of **NADAbase Importers**.

| NADAbase role | Description   |
|---------------|---|
| User          | <ul style="list-style-type: none"> <li>• Responsible for manual data entry for client treatment information, treatment episodes, and client outcome measures</li> <li>• Access to program data and reports</li> </ul>   |
| Administrator | <ul style="list-style-type: none"> <li>• Point of contact for NADAbase-related matters</li> <li>• Responsible for providing program access to users (old and new) via the 'User List' tab</li> <li>• Able to enter data manually for client treatment information, treatment episodes, and client outcome measures</li> <li>• Access to program data and reports</li> </ul> |
| Importer      | <ul style="list-style-type: none"> <li>• Responsible for uploading timely data in relation to client information, treatment episodes, and client outcome measures</li> <li>• Unable to enter data manually</li> <li>• Access to program data and reports</li> </ul>   |

Importers can access the Import MDS/COMS tab in NADAbase. The Import MDS/COMS tab allows an Importer to upload client information and treatment episode data. At times, NADAbase Importers have dual roles and also act as the NADAbase Administrator.

NADAbase Importers for each service are responsible for all data checking, validation, follow-up and correction of data generated from their service. All data received by NADA will be reviewed to detect obvious omissions or errors. If an error is found, the NADAbase Importer of the respective service will be contacted to investigate and provide corrected data.

## DATA COLLECTION GUIDELINES

Data collection information, data manuals and user documentation can be found at the links below. NADAbase Importers must familiarise themselves with these documents prior to beginning the importing process.

### N/MDS Data Collection

[2015 Data Dictionary and Collection Guidelines for the NSW Minimum Data Set for Drug and Alcohol Treatment Services](#)

The AODTS-NMDS and NSW MDS DATS collections include a range of social, demographic, drug health and service-related information. All items should be based on direct client response, as opposed to clinician deduction. Client data is clinical in nature and should, where possible, be entered by a clinical worker of the service as opposed to an administrative staff member. All mandatory items for the N/MDS data collections require a response, and NADAbase does not accommodate blank fields on those items identified as compulsory.

### COMS Data Collection

[NADAbase Data Dictionary](#)

The Client Outcomes Management System (COMS) database includes domains for psychological health, drug and alcohol use and overall health and social functioning. Standardised measures that were selected as part of the outcomes data set include:

- Kessler-10 Plus
- World Health Organisation Quality of Life Scale-8
- Severity of Dependence Scale
- Drug and alcohol use questions taken from the Brief Treatment Outcome Measure (BTOM) and the Australian Alcohol Treatment Outcome Measure (AATOM)
- Assessing Nicotine Dependence
- Australian Treatment Outcomes Profile

Currently, client outcome measures are not mandated collection items for the NGO AOD sector. However, certain funding bodies have established contracts with services where collecting client outcome measures and reporting data is a requirement.

### Gender & Sexuality Data Collection

[NADAbase Data Dictionary](#)

In the current NSW MDS, only an individual's biological sex can be recorded. However, to provide services with the option of recording gender identity, NADA expanded the sex question to acknowledge gender identity in 2017. By doing this, NADA also enabled services to provide clients in treatment the chance to nominate their preferred sex and/or gender.

In 2017 NADA added a question on sexual orientation to NADAbase. The sexual orientation question allows members to document the number of lesbian, gay, bisexual, transgender, and other sexually diverse clients receiving treatment at their service. In addition, both the sexual orientation and gender identity questions enhance service provision by providing information upon which services can base decisions about the interventions currently being delivered to clients in treatment, and subsequently improve outcomes for clients who identify as gender and/or sexually diverse.

The gender identity and sexuality questions are not mandated collection items for the NGO AOD sector. However, NADA has added these questions to NADAbase in the belief that this information is integral for supporting holistic and client-centred care.

## Risk Screeners Data Collection

[NADAbase Data Dictionary](#)

Three risk screeners were made available to NADAbase users to enhance client care. The screeners are attached to each treatment episode and form part of the initial assessment to inform care planning around issues related to:

- Suicide risk
- Domestic and family violence
- Blood borne virus and sexual health

The risk screeners are not mandated collection items for the NGO AOD sector. However, similar to the gender identity and sexuality questions, NADA has added the risk screeners to NADAbase in the belief that this information is integral for supporting holistic and client-centred care.

## Children in Care Data Collection

[NADAbase Data Dictionary](#)

Two questions around children in the care of clients were introduced to NADAbase in 2019. Though not compulsory nor part of the NSW MDS DATS collection, data gathered places importance to understanding the supports that can be provided to clients in this area.

## DATA SUBMISSION GUIDELINES

### MDS

It is recommended that all services enter or upload their collected N/MDS data into NADAbase no later than the **21<sup>st</sup> day of the month following the month of data collection**. This timeframe aligns with state government reporting requirements, and where applicable, includes COMS data as well. NADAbase Importers need to ensure that their programs submit within sufficient time for data validation and error correction before the extract deadline.

For state-funded NGOs, NADA will prepare a single extract of AODTS MDS data from those NGO members that use NADAbase. The extract files will be supplied to InforMH who will provide additional validation on the data before loading directly into the state HIE.

## NMDS

For commonwealth funded NGOs, NADA provides a single aggregated, deidentified extract on the **30<sup>th</sup> October for the previous financial year** directly to AIHW. The data extract is uploaded to the Validata system for further validation before its final submission to the AIHW.

## NMDS & COMS

NADA will prepare a single extract that will include the National Minimum Data Set (NMDS) for Alcohol and Other Drug Treatment Services (AODTS) from all NGO partners that use NADAbase. Data supplied is based on the current Mandatory Key Performance Indicators required from the PHNs by the Department of Health and reported as part of the Drug and Alcohol Treatment Information Strategy for Primary Health Networks, The extract files will be supplied to the relevant contacts as notified by each of the PHNs.

The data will be provided quarterly in the following formats:

- an aggregated summary report with graphs and tables of both NMDS and outcomes measures where available
- CSV Excel spreadsheet with the data elements
  - Treatment episode data
  - Service contacts data
- CSV Excel spreadsheet with NADAbase Client Outcome Measures where available

## NADABASE IMPORTER SETUP

### Before Importing

The rule of thumb is to replicate services in the bespoke system to NADAbase. Following this rule ensures that the data reflected in the bespoke system will import to the correct program in NADAbase. There are two scenarios when setting up a service as a NADAbase Importer: as a new service and as an existing service.

#### New service

New services start afresh with no data stored in their NADAbase program. New services need to ensure that the structural format of their file uploads is correct and of good quality. A NADAbase Administrator and/or Importer should advise NADA of the new service to create in NADAbase. Appendix A provides a process map.

#### Existing service

Existing services moving to become a NADAbase Importer need to determine a date when the service stops manually entering data into their program. Once the date is decided NADA disables all login accounts linked to the service.

NADA will forward data files consisting all NADAbase client, episode and COMS records the selected service to tweak and import into their bespoke CRM system. Appendix B provides a detailed process.

### Importer Access

NADAbase is a web-based portal available to users via a username and password. NADAbase Administrators are able to add new Users to their respective programs; however, they are not able to provide importer functionality.

In order to receive importer access, an Administrator needs to create a login for the user and send an email to [nadabasesupport@nada.org.au](mailto:nadabasesupport@nada.org.au) to request importer rights for the user.

If the user already exists within NADAbase, the Administrator needs to send an email to [nadabasesupport@nada.org.au](mailto:nadabasesupport@nada.org.au) to request importer rights for the existing user.

## Data Preparation

Importers need to take time to ensure the submission of their data is to specification as much as possible before uploading it to NADAbase. Doing so helps reduce data errors and overall validation time.

Data submissions are to be in text (.txt) format. Data is to be provided in seven separate files, and must be named as shown below:

1. EPISODE.TXT: This file contains all fields apart from those indicated below
2. OTHERDRG.TXT: This file contains the data for the multiple response item, *Other Drugs of Concern/Gambling*
3. PREVTRMT.TXT: This file contains the data for the multiple response item, *Previous Services Received*
4. OTHERSRV.TXT: This file contains the data for the multiple response item, *Other Services Provided*
5. SRVCCNCT.TXT: This file contains *Service Contact Dates* and *Postcode of Service Contact* information for each Episode
6. PHARMACO.TXT: This file previously contained *Pharmacotherapy Type for Main Service Provided*. While this data element is no longer collected the file structure must stay in place.
7. SURVEY.TXT: This file contains all fields relating to COMS. This file is non-compulsory.

## General Data Checks

Some general checks that should be conducted by the NADAbase Administrator and NADA:

- **Missing services/programs:** ensure that all services/programs within the scope of the collection have entered/uploaded data for the entire period.
- **Missing data:** investigate missing data to ensure that services are reporting all MDS data elements. Where possible, a reasonable attempt should be made to resolve missing data issues.
- **Incorrect codes:** ensure that services are using the correct codes for all data elements.
- **Incorrect dates:** dates reported by services should be checked to ensure that they are not sending incorrect dates (e.g. dates in the future) or in incorrect date formats (e.g. mmddyyyy). Dates should be reported in the format ddmmmyy (i.e. without any delimiters). Time information should not be included in date fields.
- **Duplicate records:** check for duplicate Service Episodes being submitted by services (e.g. two episodes for the same client on the same day. Where the Main Service Provided for one is 'Assessment only', and the other 'Rehabilitation activities', this is duplication). When records are identified as possible duplicates, the service should be consulted to ensure that the service has not been mistakenly submitting the same Episode on more than one occasion.
- **Reporting period:** the Date of Commencement of Service Episode and Date of Cessation of Service Episode should be checked to ensure that only Service Episodes that were open during and/or closed within the valid reporting period are reported. For example, Service Episodes that were open during and/or closed between 1st July 2014 to 30th June 2015 are reported for the 2014-2015 collection.
- **Data inclusion:** ensure that data not within the scope of the collection period is excluded from the collated data set sent to the respective funding bodies.

## Data quality - logic checks

- 1 Date of Birth must be less than or equal to the Date of Commencement of Service Episode.
- 2 Date of Birth must be less than or equal to the data of data entry.
- 3 Date of Commencement of Service Episode must be less than or equal to the Date of Cessation of Service Episode.
- 4 Date of Commencement of Service Episode must be less than or equal to the date of data entry.
- 5 When Injecting Drug Use is 4 ('never injected'), Method of Use for Principal Drug of Concern cannot be 3 ('inject').
- 6 Other Drugs of Concern/Gambling cannot be duplicated or equal to Principal Drug of Concern/Gambling.
- 7 Other Services Provided cannot be duplicated or equal to Main Service Provided
- 8 Method of Use for Principal Drug of Concern must be consistent with Principal Drug of Concern/Gambling (e.g. if Principal Drug of Concern/Gambling is 'alcohol', the Method of Use for Principal Drug of Concern should not be 'smoke').
- 9 Preferred Language should be reasonably consistent with Country of Birth (e.g., if Preferred Language is an Australian indigenous language, it would normally be logical for the Country of Birth to be 'Australia').
- 10 Service Contact Dates should be equal to or between the Date of Commencement of Service Episode and Date of Cessation of Service Episode.

## Correcting Data Errors

Data errors can occur when uploading to NADAbase. It is the responsibility of the Importer to cross-reference the errors detailed in the report. It is common for an Importer to resubmit multiple times to identify errors and amend any relevant data. Following this, the Importer will upload the data again to reapply any needed validation checks.

Data submitted undergo three (3) types of validation checks:

1. **Data errors identified by the upload** – these errors usually have to do with linking correct codes and ensuring the file structure uploaded is correct. This occurs whenever there are errors in the upload where the NADAbase system have validation checks built-in.
2. **Date errors identified by NADA** – NADA reviews the data before sending reports to funding bodies. Usual data errors that are identified are more warnings, ensuring that the data is correct. Usually, these involve anomalies in the length of treatment episodes or missing data.
3. **Data errors identified by external agencies (InforMH, AIHW)** – Once data is submitted to funding bodies, they have their own data validations in place. The data submitted is uploaded to the HIE and/or Validata. These systems generate a report for Critical errors and Warnings.

NADA endeavours to build more validation checks in the system to bolster the quality of data member services submit and present to wider audiences.

## **Importer Process**

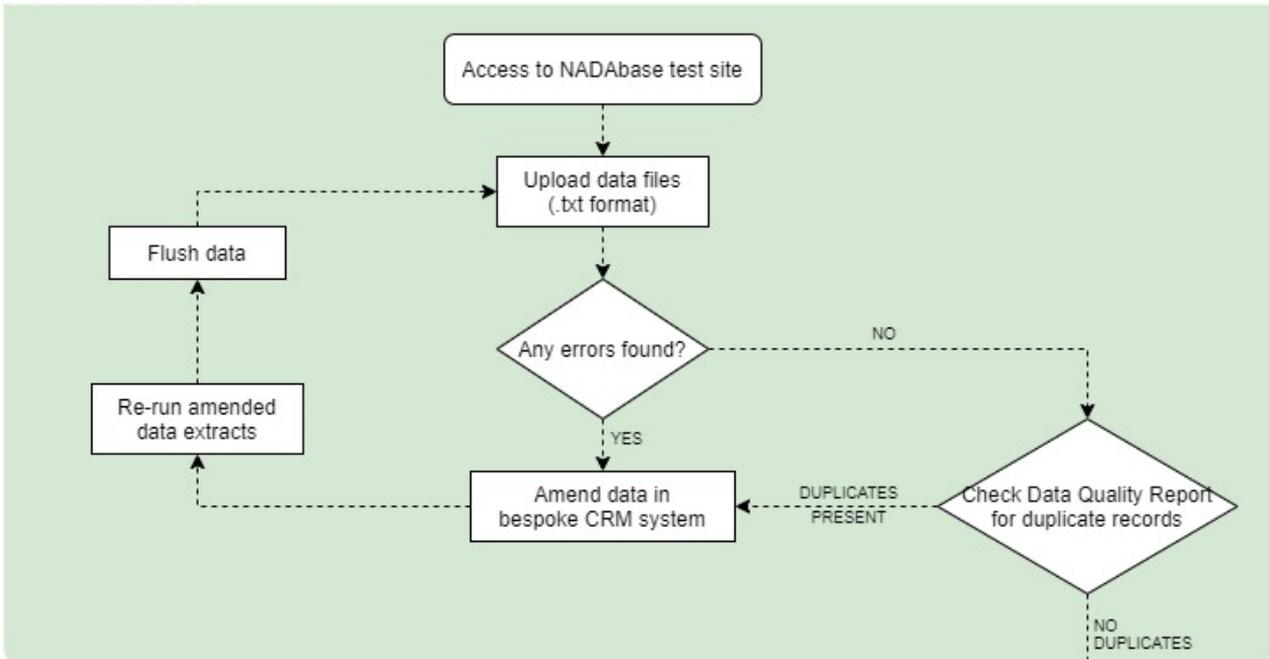
Once the relevant data quality checks and validations are complete, Importers upload their service's data to the test NADAbase site. Validation occurs in real-time, and the system will generate a page with errors that need to be amended. Amended data is then re-uploaded by the Importer, and the files will undergo validation checks again. It is common for Importers to re-upload multiple times in the test NADAbase site. If there are no errors found in the data files, then the upload is deemed successful.

Once the upload is successful on the test NADAbase site, Importers should check the Data Quality Report to ensure no duplicate records were uploaded. Should duplicate records exist, the files need to be amended and re-uploaded until there are no duplicate records shown on the Data Quality Check.

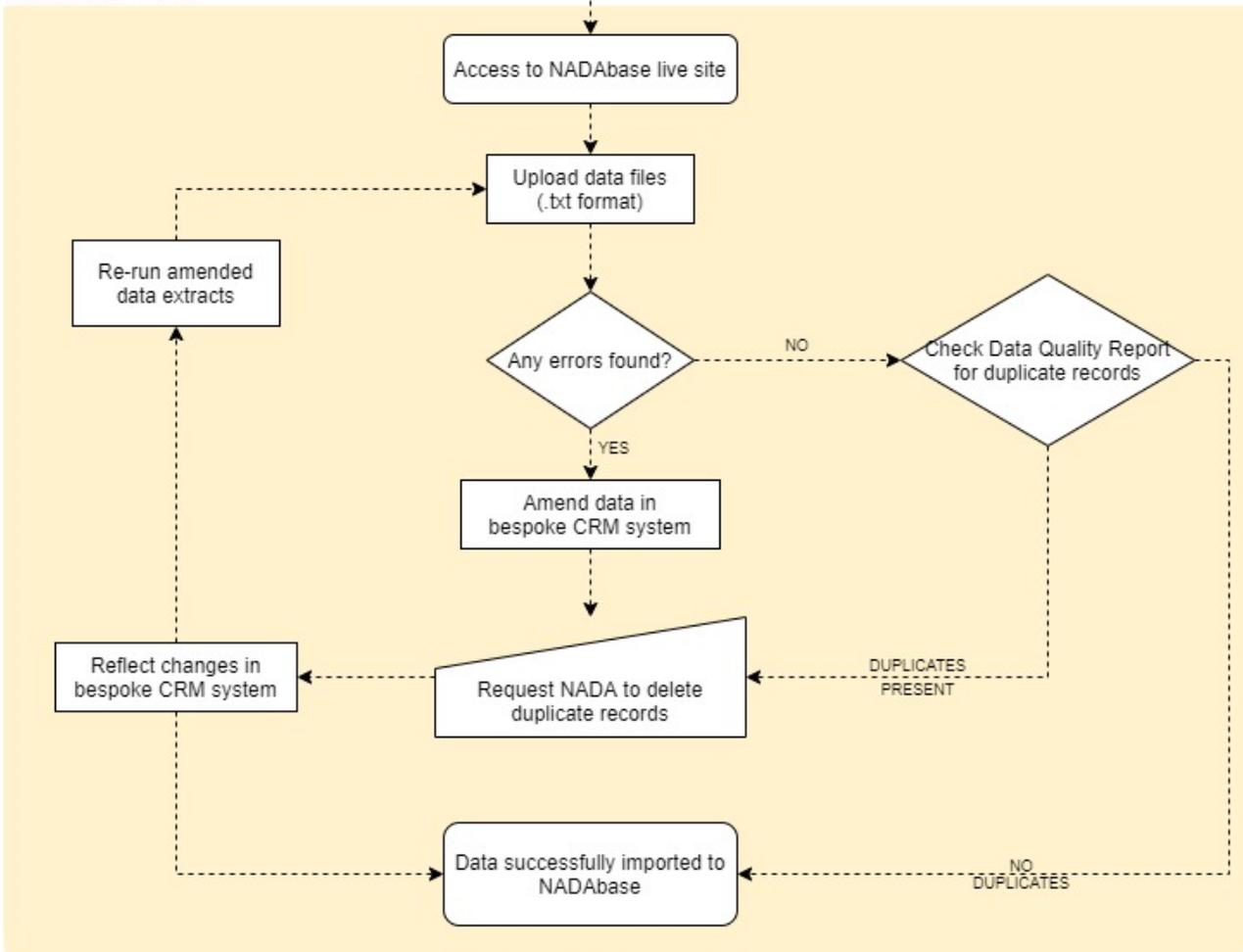
Once the submission is error-free and duplicate records-free, the Importer can now move to the NADAbase live site and upload the files.

A summary workflow diagram to show the importer process is below. Appendix C provides a quick guide of the importer process.

NADAbase test site



NADAbase test site



## NADABASE TEST SITE

The NADAbase test site is a replica of the live site where NADAbase Importers can test the structural integrity of their data files. Before starting the import process, the file structure must be correct; otherwise, the NADAbase system will reject the files.

### Accessing the test site

The NADAbase test site is the web-based portal available to Importers. The site can be accessed through URL:

<https://testnadabase.nada.org.au>

This web link will display the NADAbase test site where you can enter your username and password.

### Navigating the test site

A successful log in will open to the NADAbase landing page and your service's dashboard.



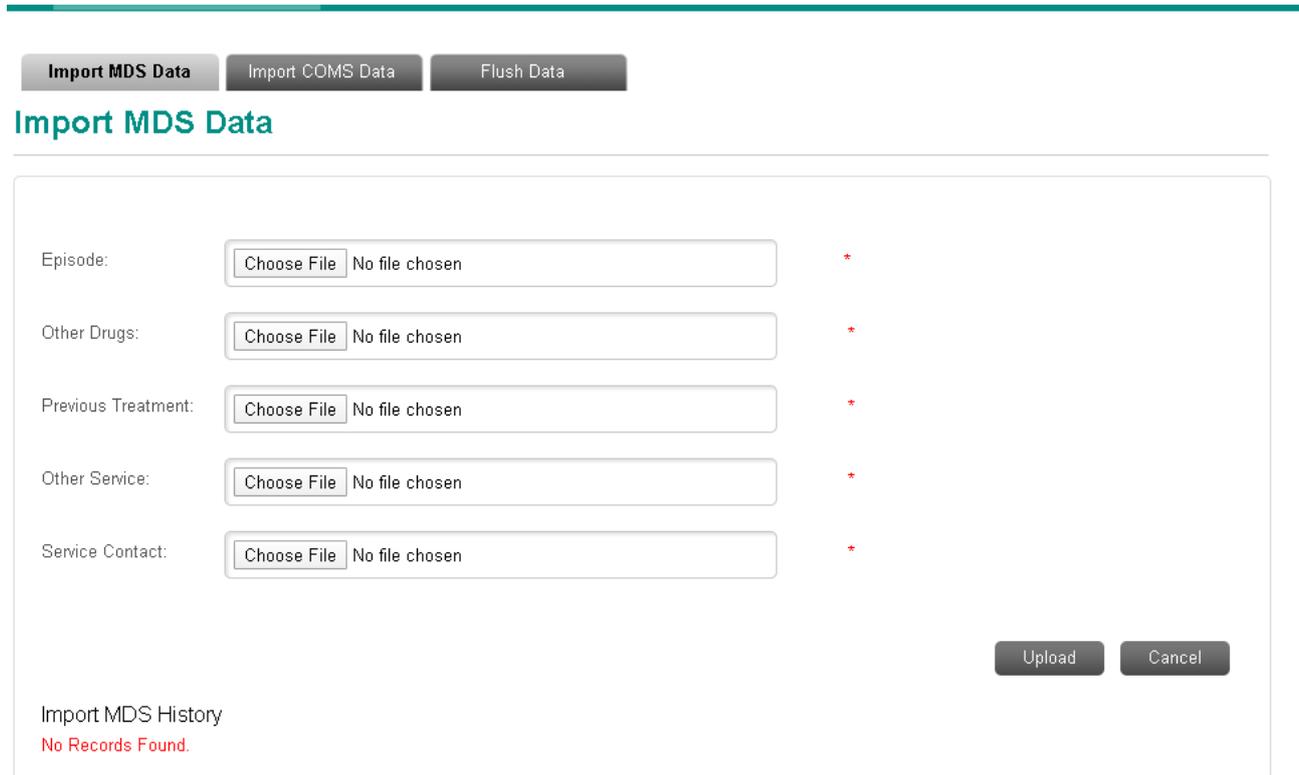
The green navigation bar at the top of the page directs to the following sections:

- Home – brings you to the dashboard page
- Import MDS/COMS Data – enables you to upload MDS or COMS data files as per layout from the [NADAbase Data Dictionary](#)
- Client/Episode Information – allows you to add or update information that relates to the client or the episode
- Reports – enables you to view a range of reports including Activity Summary report, Episode Analysis report, Organisation Treatment Outcomes report, Screener report, Data Quality report, BTOM report, and Graphic report
- Export records – enables you to generate MDS/NMDS or COMS reports for a specific time period and export to an Excel spreadsheet
- Organisation Options – enables you to alter Survey stages, Survey options and Reporting options. This section is only available to Administrators
- User Information – enables you to update your account details and change your password
- Organisation menu – enables you to choose which NADAbase program to access. This menu is for organisations that have multiple programs set up under the one login.
- User List – enables you to grant access to users for specific programs. This section is only available to Administrators

For this guide, Importers should primarily focus on two tabs: the Import MDS/COMS Data tab, and the Reports > Data Quality Report tab.

## Import MDS / COMS Data

When an Importer opens the Import MDS / COMS Data tab they are presented with three sections in the page. The central portion of the screen displays five upload file fields and the import history at the bottom section of the page.



The Import MDS / COMS Data is comprised of three sections in the test site:

- **Import MDS Data**  
Upload the five (5) data files related to MDS collection
- **Import COMS Data**  
Upload the data file related to COMS collection
- **Flush Data**  
Flush data to from test site, this is done for both test and live sites to reflect the same data



## Import MDS Data

### Import MDS Data

To upload MDS data to NADAbase, an Importer needs to supply the relevant files in the upload fields. Select the *Choose File* button and use the navigator to locate the file to be uploaded. Remember, the file should be in .txt format.

|                     |   |   |
|---------------------|---|---|
| Episode:            | <input type="button" value="Choose File"/> No file chosen | * 2/2                                     |
| Other Drugs:        | <input type="button" value="Choose File"/> No file chosen | * Validating Other Drugs...8/8            |
| Previous Treatment: | <input type="button" value="Choose File"/> No file chosen | * Validating Previous Treatment...41/41   |
| Other Service:      | <input type="button" value="Choose File"/> No file chosen | * Validating Other Services...41/41       |
| Service Contact:    | <input type="button" value="Choose File"/> No file chosen | * Validating Service Contacts...2093/2093 |

Import MDS History  
No Records Found.

An upload queue will be visible on the right-hand side of the files being uploaded. The system will undergo validation checks for the files being uploaded. Should errors be present, Importers will be redirected to a page that displays *Import Errors*.

The errors need to be amended in your bespoke CRM system, and a new extract needs to be created and uploaded to the test site.

**Note: Data files uploaded can include multiple programs for organisations with more than one program in NADAbase.**

### Import Errors

```

71 errors found:
EPISODE.txt: Cessation Date is missing on Row 8, Column 25
EPISODE.txt: Source of Referral is missing on Row 15, Column 23
EPISODE.txt: Cessation Date is missing on Row 23, Column 25
EPISODE.txt: Referral to another service is missing on Row 27, Column 27
EPISODE.txt: Referral to another service is missing on Row 43, Column 27
EPISODE.txt: Referral to another service is missing on Row 53, Column 27
EPISODE.txt: Source of Referral is missing on Row 55, Column 23
EPISODE.txt: Source of Referral is missing on Row 65, Column 23
EPISODE.txt: Referral to another service is missing on Row 91, Column 27
EPISODE.txt: Source of Referral is missing on Row 104, Column 23
EPISODE.txt: Source of Referral is missing on Row 106, Column 23
EPISODE.txt: Cessation Date is missing on Row 106, Column 25
EPISODE.txt: Commencement Date is missing on Row 110, Column 21
EPISODE.txt: Referral to another service is missing on Row 112, Column 27
EPISODE.txt: Cessation Date is missing on Row 113, Column 25
EPISODE.txt: Cessation Date is missing on Row 116, Column 25
EPISODE.txt: Source of Referral is missing on Row 122, Column 23
EPISODE.txt: Cessation Date is missing on Row 122, Column 25
EPISODE.txt: Source of Referral is missing on Row 126, Column 23
EPISODE.txt: Cessation Date is missing on Row 126, Column 25
EPISODE.txt: Source of Referral is missing on Row 127, Column 23
EPISODE.txt: Source of Referral is missing on Row 132, Column 23
EPISODE.txt: Main Service Provided is missing on Row 132, Column 24
EPISODE.txt: Source of Referral is missing on Row 133, Column 23
EPISODE.txt: Source of Referral is missing on Row 138, Column 23

```

The import files and ALL episodes, not only those with errors, have therefore been rejected until the errors are fixed.

Once the files have been successfully uploaded, the Import MDS History table below the *Upload* button will populate with the relevant upload information.

Import MDS History

| Agency Code | Uploaded by  | Upload date | SourceDB | Last downloaded | Last downloaded by |
|-------------|--------------|-------------|----------|-----------------|--------------------|
| NAD-Test    | testimporter | 16/07/2019  | N/A      |                 | N/A                |
| NAD-Test    | testimporter | 22/07/2019  | N/A      |                 | N/A                |

### Import COMS Data

To upload COMS data to NADAbase, an Importer needs to supply the Survey.txt in the upload field. Select the *Choose File* button and use the navigator to locate the file to be uploaded. Remember, the file should be in .txt format.

### Import COMS Data

Survey:  No file chosen \* Validating SURVEY.TXT...25/29

Import COMS History  
No Records Found.

An upload queue will be visible on the right-hand side of the file being uploaded. The system will undergo validation checks for the file being uploaded. Should errors be present, Importers will be redirected to a page that displays *Import Errors*.

The errors need to be amended in your bespoke CRM system, and a new extract needs to be created and uploaded to the test site.

**Note: MDS data needs to be uploaded first before uploading COMS data. COMS Surveys are linked to Episode IDs, which are found in the MDS data**

### Import Errors

```
7 errors found:
SURVEY.txt: AgencyCode is missing on Row 2, Column 1
SURVEY.txt: EpisodeId is missing on Row 2, Column 2
SURVEY.txt: ClientCode is missing on Row 2, Column 3
SURVEY.txt: Stage is missing on Row 2, Column 4
SURVEY.txt: Submission date is missing on Row 2, Column 5
SURVEY.txt: Principal drug is missing on Row 2, Column 6
SURVEY.txt: Error on row 2:
```

Once the file has been successfully uploaded, the Import COMS History table below the *Upload* button will populate with the relevant upload information.

Upload Cancel

Import COMS History

| Agency Code | Uploaded by  | Upload date | SourceDB | Last downloaded | Last downloaded by |
|-------------|--------------|-------------|----------|-----------------|--------------------|
| NAD-Test    | testimporter | 09/01/2019  | N/A      |                 | N/A                |
| NAD-Test    | testimporter | 31/01/2020  | N/A      |                 | N/A                |

### Flush Data

The *Flush Data* functionality allows an Importer to remove all data uploaded to the test site and replicate the data in the live site. Flushing data is done when an Importer wants to start with a clean slate when testing data files. An Importer will need to tick the service program that needs to be flushed. For organisations with multiple programs in NADAbase, an Importer would need to tick all the relevant service programs needing to be flushed.

Import MDS Data
Import COMS Data
Flush Data

### Flush Data

| Services              | Select                              | Done                     |
|-----------------------|-------------------------------------|--------------------------|
| NADAbase Test Service | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Start Cancel

Once the data has been flushed, the tick will automatically move to the *Done* tick box. The program data will be a replica of the program live site.

Import MDS Data
Import COMS Data
Flush Data

### Flush Data

Data has been flushed.

| Services              | Select                   | Done                                |
|-----------------------|--------------------------|-------------------------------------|
| NADAbase Test Service | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Start Cancel

## Data Quality Report

To view the Data Quality Report, hover the cursor over the Reports tab in the NADAbase menu. A drop-down list will appear providing a list of all available reports – click on the Data Quality Report.

The Data Quality Report will identify any potential data entry errors and episodes that may require review. To import, the data elements that need to be meticulously reviewed are:

- Possible duplicated client codes
- Possible duplicated episodes



### Data Quality Report

#### NADAbase Test Organisation NADAbase Test Service

##### 2 Duplicate client codes

| Client code | Firstname | Surname | DOB        | Sex    | Client code | Firstname | Surname | DOB        | Sex    |
|-------------|-----------|---------|------------|--------|-------------|-----------|---------|------------|--------|
| Client 1    |           |         |            |        | Client 2    |           |         |            |        |
| 1           | 999       | 999     | 11/12/1980 | Male   | 99999999    | 999       | 999     | 11/12/1980 | Female |
| 123454321   | Jane      | Doe     | 1/01/1980  | Female | abcd1       | Jane      | Doe     | 1/01/1980  | Female |

##### 584 Duplicate episodes

| Client code | Commencement | Principal Drug | Main Treatment                   | Commencement | Principal Drug | Main Treatment            |
|-------------|--------------|----------------|----------------------------------|--------------|----------------|---------------------------|
| Episode 1   |              |                |                                  | Episode 2    |                |                           |
| 000123      | 12/02/2019   | Alcohol        | Support and case management only | 12/02/2019   | Alcohol        | Rehabilitation activities |
| 000123      | 12/02/2019   | Alcohol        | Support and case management only | 12/02/2019   | Alcohol        | Rehabilitation activities |
| 000123      | 12/02/2019   | Alcohol        | Support and case                 | 12/02/2019   | Alcohol        | Support and case          |

### Correcting errors

It is the responsibility of the NADAbase Administrator and Importer to cross-reference the errors identified in the Data Quality Report with their own bespoke CRM system. Should there be duplicate records found in the imported data, the records need to be amended in your bespoke CRM system. The data needs to be flushed from the test site so that an Importer can upload a new extract of the test data files.

Once there are no errors, the data files are deemed successful and importing to the test live can begin.

## ACCESS TO NADABASE LIVE SITE

The process of becoming a NADAbase Importer starts with only being given access to the test site. This is done to ensure that structural issues in the data files are addressed in the test site. The data submitted to funders must be structurally sound, with no data fields missing.

Once successful test uploads have been done, Importers can request access to the live site by emailing [nadabasesupport@nada.org.au](mailto:nadabasesupport@nada.org.au). The request will be addressed within 3-5 working days.

## NADABASE LIVE SITE

The NADAbase live site is the online client treatment and outcomes database built and supported by NADA for its membership. For importers, the NADAbase live site shall be the main site for importing data files on a regular on-going basis.

Regarding functionality, the NADAbase test and live sites are exact replicas of one another. The same process is implemented when importing data files to the live site.

### Accessing the live site

The NADAbase live site is the web-based portal available to Importers. The site can be accessed through the below URL:

<https://nadabase.nada.org.au>

## Import MDS / COMS Data

When an Importer opens the Import MDS / COMS Data tab, they are presented with two sections in the page. The main portion of the screen displays five upload file fields and the import history at the bottom section of the page.

Import MDS Data    Import COMS Data

### Import MDS Data

Episode:  \*

Other Drugs:  \*

Previous Treatment:  \*

Other Service:  \*

Service Contact:  \*

Import MDS History  
No Records Found.

The Import MDS / COMS Data is comprised of two sections in the live site:

- **Import MDS Data**  
Upload the five (5) data files related to MDS collection
- **Import COMS Data**  
Upload the data file related to COMS collection

Import MDS Data

Import COMS Data

## Import MDS Data

### Import MDS Data

To upload MDS data to NADAbase, an Importer needs to supply the relevant files in the upload fields. Select the *Choose File* button and use the navigator to locate the file to be uploaded. Remember, the file should be in .txt format.

|                     |   |   |
|---------------------|---|---|
| Episode:            | <input type="button" value="Choose File"/> No file chosen | * 2/2                                     |
| Other Drugs:        | <input type="button" value="Choose File"/> No file chosen | * Validating Other Drugs...8/8            |
| Previous Treatment: | <input type="button" value="Choose File"/> No file chosen | * Validating Previous Treatment...41/41   |
| Other Service:      | <input type="button" value="Choose File"/> No file chosen | * Validating Other Services...41/41       |
| Service Contact:    | <input type="button" value="Choose File"/> No file chosen | * Validating Service Contacts...2093/2093 |

Import MDS History  
No Records Found.

An upload queue will be visible on the right-hand side of the files being uploaded. The system will undergo validation checks for the files being uploaded. Should errors be present, Importers will be redirected to a page that displays *Import Errors*.

The errors need to be amended in your bespoke CRM system, and a new extract needs to be created and uploaded to the test site.

**Note: Data files uploaded can include multiple programs for organisations with more than one program in NADAbase.**

## Import Errors

```

71 errors found:
EPISODE.txt: Cessation Date is missing on Row 8, Column 25
EPISODE.txt: Source of Referral is missing on Row 15, Column 23
EPISODE.txt: Cessation Date is missing on Row 23, Column 25
EPISODE.txt: Referral to another service is missing on Row 27, Column 27
EPISODE.txt: Referral to another service is missing on Row 43, Column 27
EPISODE.txt: Referral to another service is missing on Row 53, Column 27
EPISODE.txt: Source of Referral is missing on Row 55, Column 23
EPISODE.txt: Source of Referral is missing on Row 65, Column 23
EPISODE.txt: Referral to another service is missing on Row 91, Column 27
EPISODE.txt: Source of Referral is missing on Row 104, Column 23
EPISODE.txt: Source of Referral is missing on Row 106, Column 23
EPISODE.txt: Cessation Date is missing on Row 106, Column 25
EPISODE.txt: Commencement Date is missing on Row 110, Column 21
EPISODE.txt: Referral to another service is missing on Row 112, Column 27
EPISODE.txt: Cessation Date is missing on Row 113, Column 25
EPISODE.txt: Cessation Date is missing on Row 116, Column 25
EPISODE.txt: Source of Referral is missing on Row 122, Column 23
EPISODE.txt: Cessation Date is missing on Row 122, Column 25
EPISODE.txt: Source of Referral is missing on Row 126, Column 23
EPISODE.txt: Cessation Date is missing on Row 126, Column 25
EPISODE.txt: Source of Referral is missing on Row 127, Column 23
EPISODE.txt: Source of Referral is missing on Row 132, Column 23
EPISODE.txt: Main Service Provided is missing on Row 132, Column 24
EPISODE.txt: Source of Referral is missing on Row 133, Column 23

```

The import files and ALL episodes, not only those with errors, have therefore been rejected until the errors are fixed.

Cancel

Once the files have been successfully uploaded, the Import MDS History table below the *Upload* button will populate with the relevant upload information.

Upload
Cancel

Import MDS History

| Agency Code | Uploaded by  | Upload date | SourceDB | Last downloaded | Last downloaded by |
|-------------|--------------|-------------|----------|-----------------|--------------------|
| NAD-Test    | testimporter | 16/07/2019  | N/A      |                 | N/A                |
| NAD-Test    | testimporter | 22/07/2019  | N/A      |                 | N/A                |

## Import COMS Data

To upload COMS data to NADAbase, an Importer needs to supply the Survey.txt in the upload field. Select the *Choose File* button and use the navigator to locate the file to be uploaded. Remember, the file should be in .txt format.

Import MDS Data
Import COMS Data

Survey: Choose File No file chosen \* Validating SURVEY.TXT...25/29

Upload
Cancel

Import COMS History

No Records Found.

An upload queue will be visible on the right-hand side of the file being uploaded. The system will undergo validation checks for the file being uploaded. Should errors be present, Importers will be redirected to a page that displays *Import Errors*.

The errors need to be amended in your bespoke CRM system, and a new extract needs to be created and uploaded to the test site.

**Note: MDS data needs to be uploaded first before uploading COMS data. COMS Surveys are linked to Episode IDs, which are found in the MDS data**

## Import Errors

```
7 errors found:
SURVEY.txt: AgencyCode is missing on Row 2, Column 1
SURVEY.txt: EpisodeId is missing on Row 2, Column 2
SURVEY.txt: ClientCode is missing on Row 2, Column 3
SURVEY.txt: Stage is missing on Row 2, Column 4
SURVEY.txt: Submission date is missing on Row 2, Column 5
SURVEY.txt: Principal drug is missing on Row 2, Column 6
SURVEY.txt: Error on row 2:
```

Once the file has been successfully uploaded, the Import COMS History table below the *Upload* button will populate with the relevant upload information.

Import COMS History

| Agency Code | Uploaded by  | Upload date | SourceDB | Last downloaded | Last downloaded by |
|-------------|--------------|-------------|----------|-----------------|--------------------|
| NAD-Test    | testimporter | 09/01/2019  | N/A      |                 | N/A                |
| NAD-Test    | testimporter | 31/01/2020  | N/A      |                 | N/A                |

## Data Quality Report

To view the Data Quality Report, hover the cursor over the Reports tab in the NADAbase menu. A drop-down list will appear providing a list of all available reports – click on the Data Quality Report.

The Data Quality Report will identify any potential data entry errors and episodes that may require review. To import, the data elements that need to be meticulously reviewed are:

- Possible duplicated client codes
- Possible duplicated episodes



## Data Quality Report

NADAbase Test Organisation  
NADAbase Test Service

### 2 Duplicate client codes

| Client code | Firstname | Surname | DOB        | Sex    | Client code | Firstname | Surname | DOB        | Sex    |
|-------------|-----------|---------|------------|--------|-------------|-----------|---------|------------|--------|
| Client 1    |           |         |            |        | Client 2    |           |         |            |        |
| 1           | 999       | 999     | 11/12/1980 | Male   | 9999999     | 999       | 999     | 11/12/1980 | Female |
| 123454321   | Jane      | Doe     | 1/01/1980  | Female | abcd1       | Jane      | Doe     | 1/01/1980  | Female |

### 584 Duplicate episodes

| Client code | Commencement | Principal Drug | Main Treatment                   | Commencement | Principal Drug | Main Treatment            |
|-------------|--------------|----------------|----------------------------------|--------------|----------------|---------------------------|
| Episode 1   |              |                |                                  | Episode 2    |                |                           |
| 000123      | 12/02/2019   | Alcohol        | Support and case management only | 12/02/2019   | Alcohol        | Rehabilitation activities |
| 000123      | 12/02/2019   | Alcohol        | Support and case management only | 12/02/2019   | Alcohol        | Rehabilitation activities |
| 000123      | 12/02/2019   | Alcohol        | Support and case                 | 12/02/2019   | Alcohol        | Support and case          |

### Correcting errors

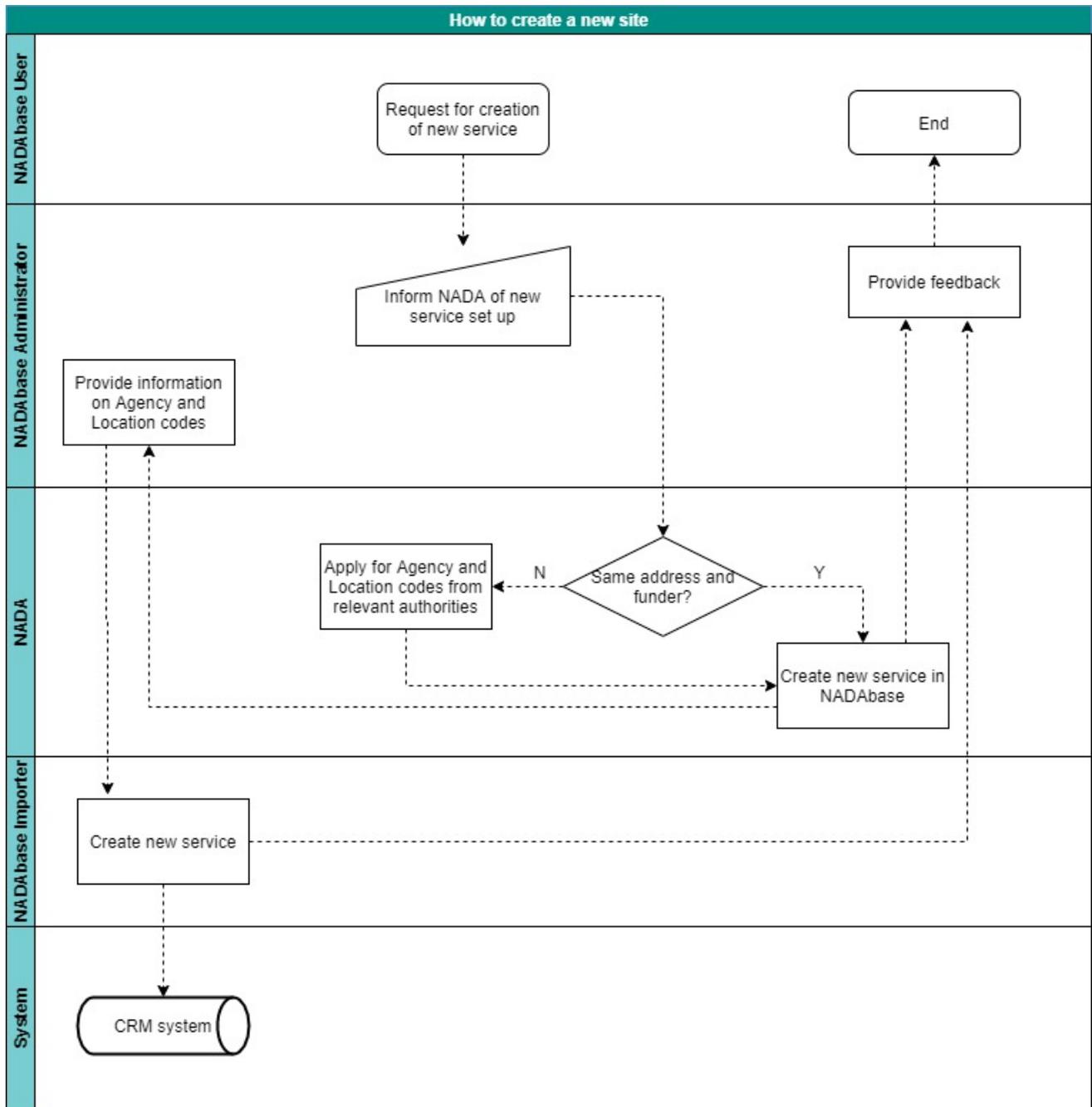
It is the responsibility of the NADAbase Administrator and Importer to cross-reference the errors identified in the Data Quality Report with their own bespoke CRM system. Should there be duplicate records found in the imported data, the NADAbase Importer should advise NADA of the records that need to be amended. NADA will delete the records in the live site.

The same records should also be amended in your bespoke CRM system.

Once there, the errors have been removed from both the bespoke CRM system and the NADAbase live site, the data files are deemed successful.

# APPENDIX A

## Creating a new service process map



## APPENDIX B

### Becoming an importer – the process

#### Step 1

A date is negotiated that the **Service** stops entering data into NADAbase (NADA disables all login accounts linked to that particular service)

#### Step 2

**NADA** exports data files consisting of ALL NADAbase client, episode and COMS records for the selected service, and sends to the service.

#### Step 3

**Service** tweaks those data files if for example, the client-code convention is going to change.

#### Step 4

**Service** imports those data files into their bespoke CRM system to populate it with all the NADAbase clients, episodes and COMS.

#### Step 5

**Service** returns any client-code changes to **NADA** along with the bespoke system's episode ID for each NADAbase episode ID.

#### Step 6

The **Service** start using their bespoke system.

#### Step 7

**NADA** updates the NADAbase live site with any necessary changes e.g. revised client codes, bespoke system episode IDs for all the imported episodes, then flushes the live data onto the test server.

#### Step 8

**Service** imports their data to the NADAbase test site to ensure all above steps have worked.

#### Step 9

Check all reports for consistency with the bespoke system data. If all is good the **Service** imports their data to the NADAbase live site.

## APPENDIX C

### Importer process quick guide

#### Step 1

Run data quality checks in the bespoke CRM system prior to extracting any data. This will identify any data quality issues for fixing.

**\*If your system does not include a data quality report proceed to Step 2**

#### Step 2

Before starting the import process, run the Data Quality report on the test NADAbase site to ensure there are no data quality issues present. This should be consistent with the bespoke CRM system report.

Any changes made should also be made in the bespoke CRM system, so they do not recur on the next upload. The data should be flushed from the NADAbase test site – this will clear the previous upload ready for the new upload. If there are any errors, they should be resolved before continuing any further, with NADA's assistance if necessary.

#### Step 3

Import data in the NADAbase test site. Any errors detected in the data, i.e., missing data in mandatory fields or incorrect data entered, the system will list in a batch and will not push the data through.

If any errors are detected resolve in the bespoke system before continuing further, with NADA's assistance if necessary, then repeat Step 2. Where necessary, flush the data, so changes are applied.

If no errors are present, proceed to Step 4.

#### Step 4

Where there are no errors detected, and the data quality report is clear in the test site, request from NADA the URL for the live site.

#### Step 5

Run the Data Quality report on the NADAbase live site to be sure there are no quality issues present. All being clear, import data to the NADAbase live site.

**Note:** Any changes made need to be made in the bespoke system with changes being applied in NADAbase on the next successful import.