



NADA

network of alcohol and
other drugs agencies

NADAbase Importer Guide

March 2024

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

This guide aims to support NADA members who are responsible to collect, report and analyse information relating to the 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 bespoke Client Record Management (CRM) system.

Bespoke systems are specific for an organisation's operational requirements; however, the bespoke systems may not align to mandatory data collection specifications. This document guides organisations in preparing, validating and supplying data to NADAbase.

How to use this guide

This guide leads users through the activities for a successful importing of data into NADAbase from a bespoke CRM system. Each section also outlines a different step of the importing process.

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 online data repository system 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. In 2021, the Australian Treatment Outcomes Profile (ATOP) data items were added to broadly encompass the outcomes data collection tools.

There are two ways of which data can be inputted into NADAbase; manually and importing. Services must NOT attach their data extract via email if they encounter difficulty to access NADAbase, instead they should email nadabasesupport@nada.org.au for any concerns relating to NADAbase.

NADAbase importer

Many NADA member services rely on their own bespoke CRM system to store client information and treatment episode data. Having NADAbase as an online client repository system lessen the burden of reporting individual services, with NADA reporting on behalf of member services.

In 2016, NADA introduced the importing function in NADAbase to reduce duplicate data entries for member services, one entry for bespoke CRM systems and another identical entry into NADAbase. To add or update the clients' information in bulk, members can now import data into NADAbase. As such, to fulfil requirements set by funding bodies, members who import data from their CRMs to NADAbase are responsible for timely uploading of the following information on:

- client data
- treatment episodes
- client outcome measures

NADABASE USERS AND ROLES

There are three types of Users in NADAbase; General Users (**User**), NADAbase Administrators (**Administrator**), and NADAbase Importers (**Importer**).

NADAbase role	Description
User	<ul style="list-style-type: none"> • Responsible for manual data entry for client treatment information, treatment episodes, and client outcome measures • Has access to data and reports pertaining to the service
Administrator	<ul style="list-style-type: none"> • Is the point of contact for NADAbase-related concerns for the service • Responsible for providing access to users (active and new) via the 'User List' tab • Able to enter data manually for client treatment information, treatment episodes, and client outcome measures • Access to service data and reports • Edit / Delete Clients/Episodes using the 'Data Maintenance' Tab
Importer	<ul style="list-style-type: none"> • Responsible for uploading timely data in relation to client information, treatment episodes, and client outcome measures • Unable to enter data manually • Access to program data and reports

The Import MDS/COMS functionality in NADAbase is only available to Importers . The Import MDS/COMS tab allows an Importer to upload client information and treatment episode data.

A NADAbase importers may also assume the role of a NADAbase Administrator. If the importer is the designated Service Administrator, the importer can make changes to the clients/episodes. A service administrator cannot override the importer function in manually update the data.

NADAbase Importers for each service are responsible for all data checking, validation, follow-up and revision of error and warning messages 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

NADAbase Importers must familiarise themselves with the following documents on data collection, data manuals and user documentation, prior to start 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 mandatory.

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](#)

NADA continues to be guided by the ABS Standard, 2021 in regards to best practice for data collection on gender and sexuality diverse clients. By collecting information on sexual orientation and gender identity of the

clients, this help improves service delivery as services can then 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.

As such, in 2022, NADA has made the changes in NADAbase to collect the following four data items; (a) sex at birth (male/female/other/inadequately described or not stated), (b) gender (man/woman/non-binary/another term/prefer not to answer/ inadequately described or not stated), (c) variation of sex (yes/no/prefer not to answer/inadequately described or not stated) and, (d) sexuality (straight or heterosexual/gay or lesbian/bisexual/another term/prefer not to answer/ inadequately described or not stated)

The variation of sex 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 are available to NADAbase users to enhance care. The screeners are not mandated collection items. 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

Children in Care Data Collection

[NADAbase Data Dictionary](#)

Two questions around children in the care of clients were introduced to NADAbase in 2019, extracted from the ATOP data collection tool.

DATA SUBMISSION GUIDELINES

MDS

All state-funded services are recommended to upload their MDS data into NADAbase no later than the **21st day of the month following the month of data collection**. This aligns with state government reporting requirements, and where applicable, includes COMS data as well. NADAbase Importers should plan for adequate time for data validation checks and data correction before the extract deadline.

NMDS

For Department of Health (DoH)-funded NGOs, NADA provides a single aggregated, deidentified extract on the **30th October for the previous financial year** directly to AIHW. The data extract is uploaded to the Validata system for data validation checks prior to final submission to the AIHW.

NMDS & COMS

NADA prepares a single extract that includes the National Minimum Data Set (NMDS) for Alcohol and Other Drug Treatment Services (AODTS) from all NADA members who use NADAbase. Data submitted is based on the current Mandatory Key Performance Indicators required from the Primary Health Networks (PHNs) by the

Department of Health and reported as part of the Drug and Alcohol Treatment Information Strategy for PHNs. The extract files are provided to the relevant contacts as notified by each of the PHNs.

The data are provided quarterly in the following formats:

- an aggregated summary report with graphs and tables of both NMDS and outcomes measures, where available
- plain text file, with comma as the delimiter, with the following information
 - Treatment episode data
 - Service contacts data
- plain text file, with comma as the delimiter, with outcome measures, where available

NADABASE IMPORTER SETUP

Overview

Importer uses the data importing feature of NADABase to load data from comma delimited .txt files or .csv files to update information in NADABase. Importer can preview and validate the data at [test NADABase](#) prior to loading it and committing it to the [live NADABase](#). The process for importing data into NADABase can differ between (a) new service, and (b) existing service.

New service

New services start with no pre-existing data in their NADABase program. New services must ensure that the structural format of their source file is accurate and has valid values. The NADABase Administrator and/or Importer should advise NADA regarding setting up the new service in NADABase, by emailing nadabasesupport@nada.org.au. Appendix A details the process map.

Existing service

Existing manual data inputters who are transitioning to importing into NADABase need to set a date when the service stops all manual data entry into their program. On that pre-specified date, NADA then disables all login accounts linked to the service. NADA then forwards the data files comprising all clients, episodes and outcomes information in NADABase to that service to populate in their bespoke CRM system. Appendix B provides a detailed process.

Importer Access

NADABase is a user-defined web portal, available via a username and password, with multi-factorial authentication enabled. NADABase Administrators can add new Users to their respective programs; however, they will not be able to import data into NADABase unless their importer access is enabled.

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 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 to request importer rights for the existing user.

Data Preparation

Before any data can be imported into NADABase, Importers need to ensure the specification of the source files consistent with the most recent data dictionary, available online at <https://nada.org.au/about/what-we-do/nadabase/>. This helps to reduce data upload errors and improve the efficiency of data validation.

NADABase requires the data files to be uploaded as plain text file, i.e. the .txt format but this format requires the use of comma as the delimiter, with each episode of care listed as a single record (or row). The source files

can also be uploaded as a Comma Separated Values (.csv) format. Please ensure that .csv file is not open in a different program when the upload process begins.

Data must be provided in five (mandatory) and one (optional) source files, and named as in the following:

1. Episode.txt: This file contains all fields apart from those indicated below
2. OtherDrug.txt: This file contains the data for the multiple response item, *Other Drugs of Concern/Gambling*
3. PrevTreat.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. SrvCnt.txt: This file contains *Service Contact Dates* and *Postcode of Service Contact* information for each Episode
6. Survey.txt: This file contains all fields relating to outcome measures. This file is optional.

Please contact nadabasesupport@nada.org.au for the template of six .txt files. The column descriptors are available in the templates files for guidance and should be **removed** in the actual files.

The sequence of uploading each file is irrelevant, however, the upload process for the five files (numbered 1 to 5) must be completed in one attempt. None of the mandatory files can be uploaded independently without the accompanying other files. However, the Survey.txt can be uploaded on a separate attempt after the successful import of the five source files.

Data Checks

NADAbase performs data quality checks against each record and outputs a list of error messages in the Error box and warnings in the Warning box, where data needs to be confirmed as correct (for warning-related messages) or amended (for errors). The following data validation checks appear as errors:

- **Incorrect column order**

The import will fail if number of columns and the position of the columns in the .csv file are other than specified in the most recent data dictionary, available online at <https://nada.org.au/about/what-we-do/nadabase/>.
- **Missing services/programs**

The agency code for the service must appear in the Episode file. Therefore, importer must ensure that all services within the scope of the collection have included their data within the collection period.
- **Missing data**

All mandatory data fields must include values, excluding blanks, dots, nulls and symbols. There is one exceptions to this rule. This exception applies for importing data relating to a service episode that is currently open during the collection period. For open episodes, the values for the three fields, 'Dates of cessation', 'Reason for Cessation' and 'Referral out', are left blank. Importers must investigate the importing of missing data to ensure that services are reporting all mandated data elements. For example, an episode with a missing suburb field but with a valid postcode field will be rejected in the import attempt.
- **Invalid codes**

The correct codes, consistent with the most recent data dictionary must be applied for all data elements. For example, the suburb and postcode values of University of Sydney, 2006 will be rejected in the import attempt as the postcode corresponds to a Post Office box and not a residential address. This is consistent with the list of valid Australian postcodes and suburb available at <http://auspost.com.au/>
- **Incorrect dates**

Importers must check for incorrect dates (e.g. the commencement date was the same as the date of birth for the client) or in incorrect formats (e.g. mmddyyyy) in the source files. Dates should be

reported in the format ddmmmyy (i.e. without any delimiters or any alphanumeric characters). Time information should be excluded in the date fields.

- **Duplicate records:**

Importers must check for the presence of duplicate Episodes uploaded by services. For example, the Episode txt file may include two episodes for the same client on the same day, having the same main treatment type provided for the same primary drug of concern. 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 correspond to the Episodes that were open during and/or closed within the valid reporting period. For example, episodes that were open during and/or closed between 1 Mar 2024 to 31 Mar 2024 are reported for the April 2024 data collection. Data that are not within the scope of the collection period must be excluded from the collated data set sent to the respective funding bodies.

The following logic checks appear as import errors and subsequently invalidates the source files:

- 1 Date of Birth must be earlier than or equal to the Date of Commencement of an Episode.
- 2 Date of Birth must be earlier than or equal to the Date of data entry.
- 3 Date of Cessation of an Episode must be on or after the Date of Commencement of an Episode.
- 4 Date of Commencement of Service Episode must be earlier than or equal to the date of data entry.
- 5 When the response for Injecting Drug Use question is value 4 ('never injected'), the response for the Method of Use for Principal Drug of Concern should not be value 3 ('inject').
- 6 Values for Other Drugs of Concern/Gambling must not be identical to the values for Principal Drug of Concern/Gambling.
- 7 Other Services Provided is not a duplicate of the Main Service Provided
- 8 Method of Use for Principal Drug of Concern must be consistent with Principal Drug of Concern/Gambling. For example, 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, the Country of Birth selected '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.
- 11 SLK-581 checks stipulates that the date of birth variable must match the SLK date of birth component and the sex variable must match the SLK sex component.
- 12 Where the response for Client Type is value '2' (Other), the valid responses for Principal Drug of Concern, Method of Use, Injecting drug use and Other Drugs of concern are values '0' (Not collected).

Correcting Data Errors

When an import attempt fails, the Importer must review and address the errors that appeared in the Error box. This Error box describes the import issues that might have caused the validation errors. The Importer then needs to correct the data in their bespoke CRM prior to re-extract them as the source files, and re-upload the source files for validation checks.

Importer Process

After Importers are satisfied that the data preparation is adequate and the .csv files are ready to be uploaded, (See [Data Preparation](#)), Importers then upload the files to the [test NADAbase](#).

Validation occurs in real-time, and NADAbase generates a list of error messages if the validation is not successful. Importers need to review the list of errors to assess why NADAbase could not import the data files. Importers then amend the data in their bespoke CRM, then re-extract the .csv files and re-import the files. Alternatively, importers can manually correct the errors in the .csv files, saves the changes in the .csv files and then re-import into NADAbase without making the same correction in their bespoke CRM. However, this method will result in the same error message appearing in the next import, i.e. using the uncorrected data extracted from their bespoke CRM. This results in the importers having to undergo the previous data correction process.

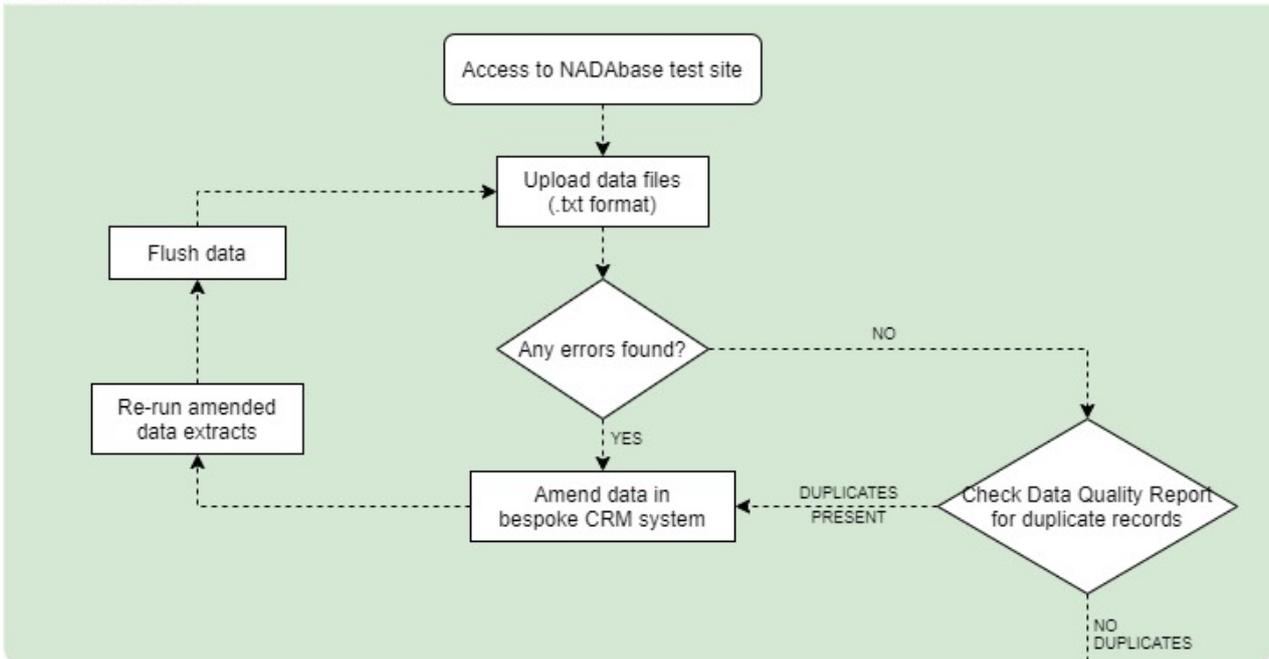
Upon completion of the validation process, if there are no errors, then the import is deemed completed. Once the import is completed on the [test NADAbase](#) site, the service (s) data from that imported source files appears in the [test NADAbase](#). Importers should then check the Data Quality Report, available in Report tab, to ensure no duplicate records were uploaded to the [test NADAbase](#). Should duplicate records exist, the Importers review the list of Duplicate Episodes/Clients and remove them in csv files. The Importing process is repeated until there are no duplicate records shown on the Data Quality report.

Once the upload is error-free and duplicate-free, the Importer can now proceed to the [live NADAbase](#) site and repeat the importing process. In most cases, the files validation should complete quickly. If the files are large, validation check can take up longer time. Uploading large files can potentially lead to timing out of the server after four minutes. When this occurs, the error prompt, 'The request time out' appears and the import attempt is then unsuccessful. Therefore, Importers are recommended to import their services data regularly to avoid large data dump where large files can potentially lead to timing out of upload processes. After the data successfully validates and processes, the 'Done' message appears in each of the source file. This completes the data import process, and the date of the successful import appears in the Import History tab.

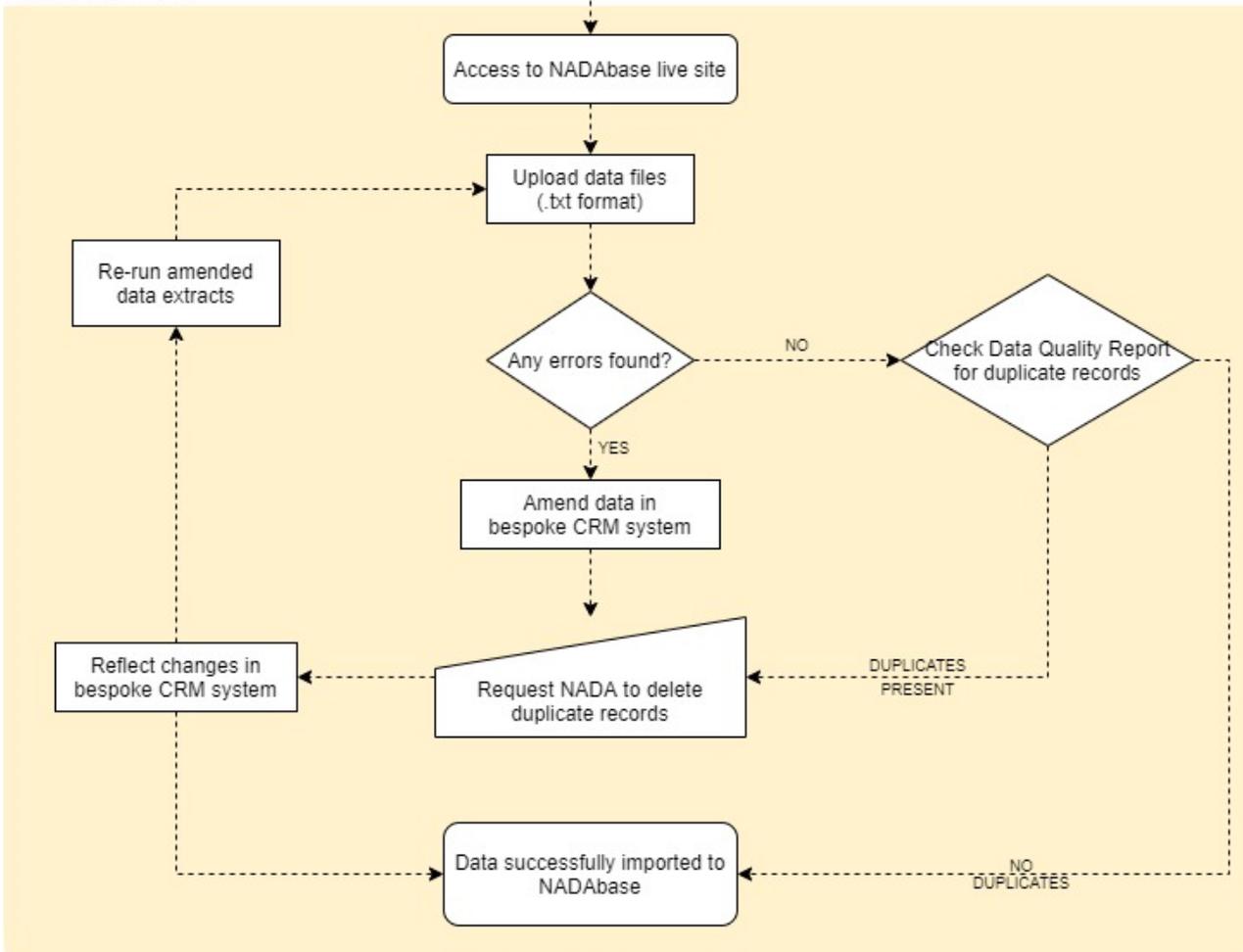
The imported data is available for viewing immediately after the import process. Importer can verify the successful importing of the services data by checking the data in the [live NADAbase](#). As an import is logged as successful if at least one record is imported, Importer must review the data in [live NADAbase](#) to verify that if there are records that were not imported successfully. Please contact nadabasesupport@nada.org.au for any data discrepancies after importing.

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. Prior to importing, the structure of the files must be consistent with the most recent [data dictionary](#). Otherwise, the NADabase system will not accept the import of the .csv files.

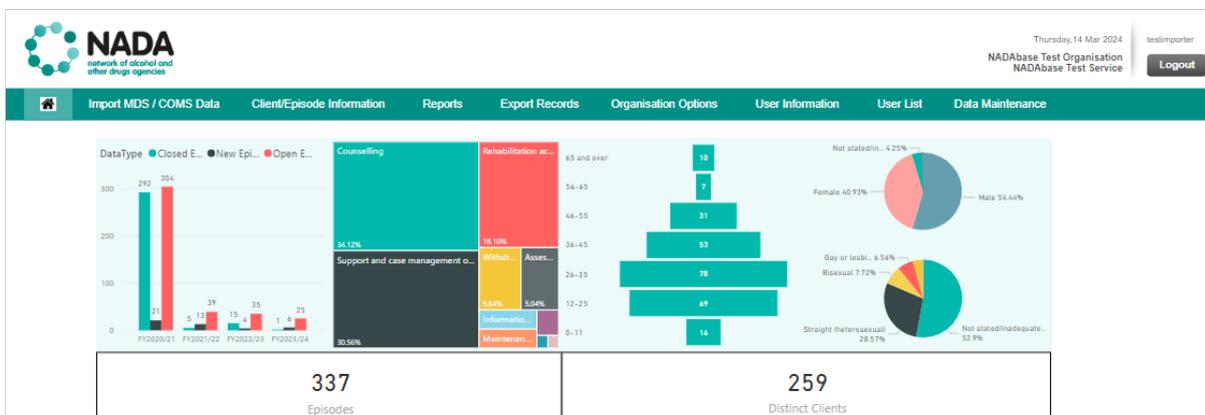
Accessing the test site

The NADabase test site is the web-based portal available to Importers. The site can be accessed through <https://testnadabase.nada.org.au>

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

Navigating the test site

A successful login leads to the NADabase landing page and the service's dashboard.



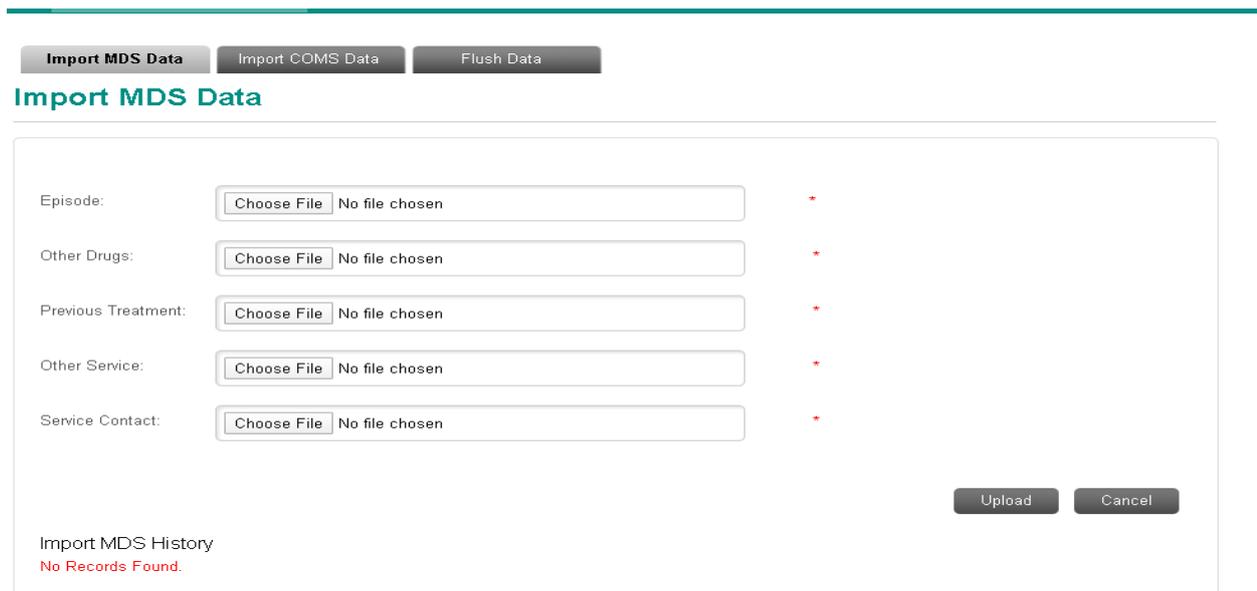
The green navigation bar at the top of the page directs to the following tab:

- Home – brings the User/Administrator/Importer to the dashboard page
- Import MDS/COMS Data – enables the Importer to upload MDS or COMS data files as per specifications from the [NADabase Data Dictionary](#)
- Client/Episode Information – allows the User/Administrator to add or update information that relates to the client or the episode
- Reports – enables the User/Administrator/Importer 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 the User/Administrator/Importer to generate N/MDS or COMS reports for a specific time period and export to an Excel spreadsheet
- Organisation Options – enables the Administrator to select Survey stages, Survey options and Reporting options for the service.
- User Information – enables the User/Administrator/Importer to update the account details and change the password
- Organisation – enables the User/Administrator/Importer to select which NADabase service for access. This dropdown list of services is for organisations that have multiple programs set up under a single user login.
- User List – enables the Administrator to grant access to users for specific programs.
- Data Maintenance – enables the Administrator to make any changes to an episode and a client, including moving all data relating to an episode/a client across another episode/another client/another service.

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 accesses the Import MDS / COMS Data tab, it brings the Importer to a new screen, displaying three stacked tabs. The centre of the screen has five upload file fields, with the import history is seen at the bottom of the screen.

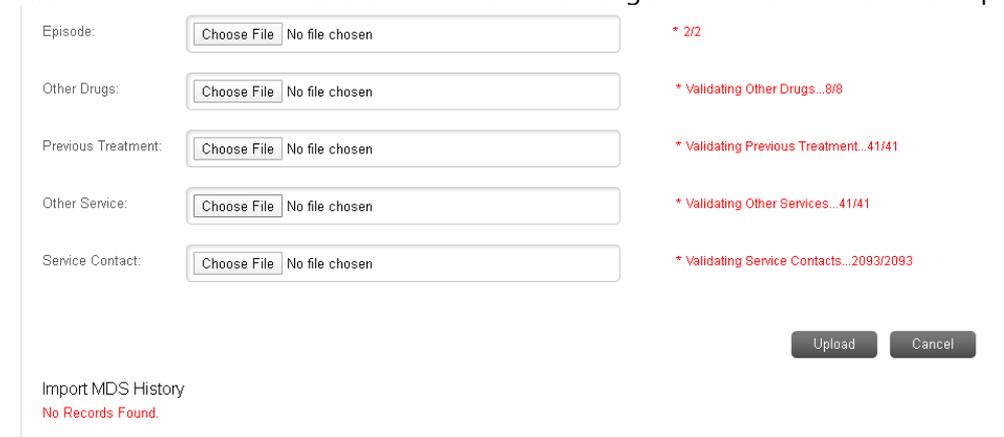


The Import MDS / COMS Data tab has three following functions:

- **Import MDS Data** which requires Importers to upload the five (5) .csv files related to MDS collection
- **Import COMS Data** which requires Importers to upload the .csv file related to outcomes data collection
- **Flush Data** which allow Importers to flush data from the live site to test site, which results in the test site being reset to be a replica of the live site

Import MDS Data

The source files must be imported in a plain text file format (.txt), with comma as the delimiter or .csv files. To import MDS data to NADabase, an Importer must upload the corresponding csv files to the pre-specified fields. Select the *Choose File* button and use the navigator to locate the file to be uploaded.



An upload queue then displays the progress of the import. The files undergo format checks and validation checks prior to being imported (See [Validation Process](#) for details). Should errors be present, Importers are redirected to a page that displays *Import Errors*, a list of errors in the Error box. The errors need to be addressed in the bespoke CRM system, and a subsequent revised extract are then uploaded to the test site.

Note: Uploaded files can include multiple services for organisations with more than one service in NADAbase.



Import Errors

```

6 errors found:
EPISODE.txt Row 5: Method of Use 2 is does not match the Principal Drug of 'Alcohol'. Should be 1. (Ingest).
(Episode 23941, ClientCode 00000012669)
EPISODE.txt Row 7, Column 39: SLK is not valid: ''LAET220720001AAA
EPISODE.txt Row 7, Column 39: SLK is not valid - DOB not matching: ''LAET220720001AAA
EPISODE.txt Row 7, Column 39: SLK is not valid - Sex not valid (must be 1, 2, 3 or 9): ''LAET220720001AAA
EPISODE.txt Row 8, Column 39: SLK is not valid - Sex not matching Female or Transgender Male codes (2 or 4):
ERUNT220720012AAA
EPISODE.txt Row 11: Main Service Provided is not a valid code: 21 (Episode 13941, ClientCode 00000042668)
    
```

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 imported into NADAbase, the Import MDS History table beneath the *Upload* tab populates with the history of the uploads. The Import history is shown in the order of the most recent import.

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 outcomes csv files in the upload field. The step to Import COMS data is identical to Import MDS data. The Importer selects the *Choose File* button and use the navigator button to locate the file to be uploaded.



Import COMS Data

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

Import COMS History
No Records Found.

When a file is being validated for importing, an upload queue is visible on the right-hand side of that file. If validation checks found errors in the import files, the Importer is redirected to a page that displays *Import Errors*. The errors need to be amended in the bespoke CRM system, and a new extract needs to be created and re-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 files have been successfully imported into NADAbase, the Import COMS History table beneath the *Upload* tab populates with the history of the uploads. The Import history is shown in the order of the most recent import.

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 successful data importing to the test site and reset the test site to replicate the live site. Flushing is carried out when an Importer wants to start with a clean slate of the live site when testing their import files. An Importer first selects the service (s) whose data needs 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

After the data has been completely flushed, the tick for the selected service then migrates from 'Select' column to 'Done' column. The test program data is then reset to be a replica of the live site.

Flush Data

Data has been flushed.

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

Start Cancel

Data Quality Report

The Data Quality Report is obtained by navigating to the Reports tab in the NADAbase home page. Once the Data Quality Report option is selected, a dropdown list displays a list of all available reports – select Data Quality Report tab. Using the Data Quality Report help identify any potential data entry errors and episodes that may require review. For accurate and successful importing, two data elements need to be reviewed:

- Possible duplicated client codes
- Possible duplicated episodes

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

Correcting errors

The Importer is responsible to cross-check the errors outputted 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 the bespoke CRM system. The data needs to be flushed from the test site so that an Importer then re-upload a revised extract of the data files. This cycle may be repeated until there are no errors outputted in the Data Quality Report. Once there are no errors, the uploads are deemed successful and importing to the [live NADAbase](#) can begin.

WHAT'S NEXT?

The process of transitioning to importing into NADAbase starts with having access enabled at the [test site](#). This trialling out using the [test site](#) ensures the specifications in .csv files are fully addressed, with validations checks and data quality errors are addressed. This validation step allows the processing of source file errors without committing the organisation service(s) data into the live NADAbase.

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

NADABASE LIVE SITE

The [live NADAbase site](#) is the online client repository database, built and supported by NADA for NADA members. For importers, the live NADAbase is the primary database to import data files for their services. As the test site is a replica for the [live site](#), the same principles in the test site applies when importing data files in the live NADAbase, <https://nadabase.nada.org.au>

Import MDS / COMS Data

When an Importer select the Import MDS / COMS Data tab on the sidebar, the screen displays five upload file fields and the import history at the bottom section of the page.

The screenshot shows the 'Import MDS Data' interface. At the top, there are two tabs: 'Import MDS Data' (selected) and 'Import COMS Data'. Below the tabs, the title 'Import MDS Data' is displayed. The main area contains five file upload fields, each with a 'Choose File' button and the text 'No file chosen'. The fields are labeled: Episode, Other Drugs, Previous Treatment, Other Service, and Service Contact. To the right of each field is a red asterisk. At the bottom right, there are 'Upload' and 'Cancel' buttons. Below the upload fields, there is an 'Import MDS History' section with the text '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

To upload MDS data to NADAbase, an Importer needs to upload the source files in the specified field, by selecting the *Choose File* button and use the navigator to locate the file to be uploaded. The source file should be in .txt format, with comma as the delimiter, see Section [Data Preparation](#) for details.

The screenshot shows the 'Import MDS Data' interface with validation progress. The five file upload fields are now accompanied by red asterisks and validation progress indicators: Episode (* 2/2), Other Drugs (* Validating Other Drugs...8/8), Previous Treatment (* Validating Previous Treatment...41/41), Other Service (* Validating Other Services...41/41), and Service Contact (* Validating Service Contacts...2093/2093). The 'Upload' and 'Cancel' buttons remain at the bottom right. The 'Import MDS History' section still shows 'No Records Found'.

Once the Upload button is selected, the upload queue is visible on the right-hand side of the file as NADABase validates each source file. If the Importer has successfully validated the source files at the test site, the importing of the identical source files at the [live site](#) should result in a successful import.

If the import fails, Importers are redirected to a page that displays the list of errors in the Error Box. The errors need to be addressed in the bespoke CRM system, and a new extract needs to be created and re-uploaded to the live site. This step is identical to what the Importer went through in the earlier test site.

Note: The source files can include data from multiple programs for organisations with more than one program in NADABase.

Import Errors



Once the files have been successfully imported into NADABase, the Import MDS History table beneath the *Upload* button populates with the relevant upload information.

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

After an import is completed, the Importer are able to review whether the imported data is added in NADABase by checking which records have been updated in the Client/Episode fields at <https://nadabase.nada.org.au/login.aspx>

Import COMS Data

This step is identical to what the Importer has carried out in the test site. To upload COMS data to [live NADAbase](#), an Importer needs to upload the Survey file in the specified field, by selecting the *Choose File* button and use the navigator to locate the file to be uploaded. The source file must in plain text format, with comma as the delimiter, or a .csv file, see Section [Data Preparation](#) for details.

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

Import COMS History
No Records Found.

Once the Upload button is clicked, the upload queue is visible on the right-hand side of the file as NADAbase validates the Survey source file. If the import fails, Importers are redirected to a page that displays *Import Errors*. The errors need to be addressed in the bespoke CRM system, and a new extract needs to be created and re-uploaded to the live site.

Note: MDS data needs to be imported prior to importing the COMS file. The Episode IDs in the COMS data file must exist in the MDS data file i.e. the outcomes assessments must be tied to an episode for a client.

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 details of the most recent successful import.

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

The process of accessing the Data Quality Report in the [live NADAbase](#) is identical to the test site. The Data Quality Report identifies any potential data errors that might have been missed during the validation checks at the test site.

Correcting errors

The Importer is responsible to cross-check the errors outputted in the Data Quality Report with their own bespoke CRM system. Should there be duplicate records found in the imported data, the NADAbase Importer must email nadabasesupport@nada.org.au for the records that need to be corrected. NADA then delete the records in the live site. The Importer must also delete the duplicates in their bespoke CRM. Once the errors have been removed from both the bespoke CRM system and the NADAbase live site, the imported data has now been successfully added to NADAbase.

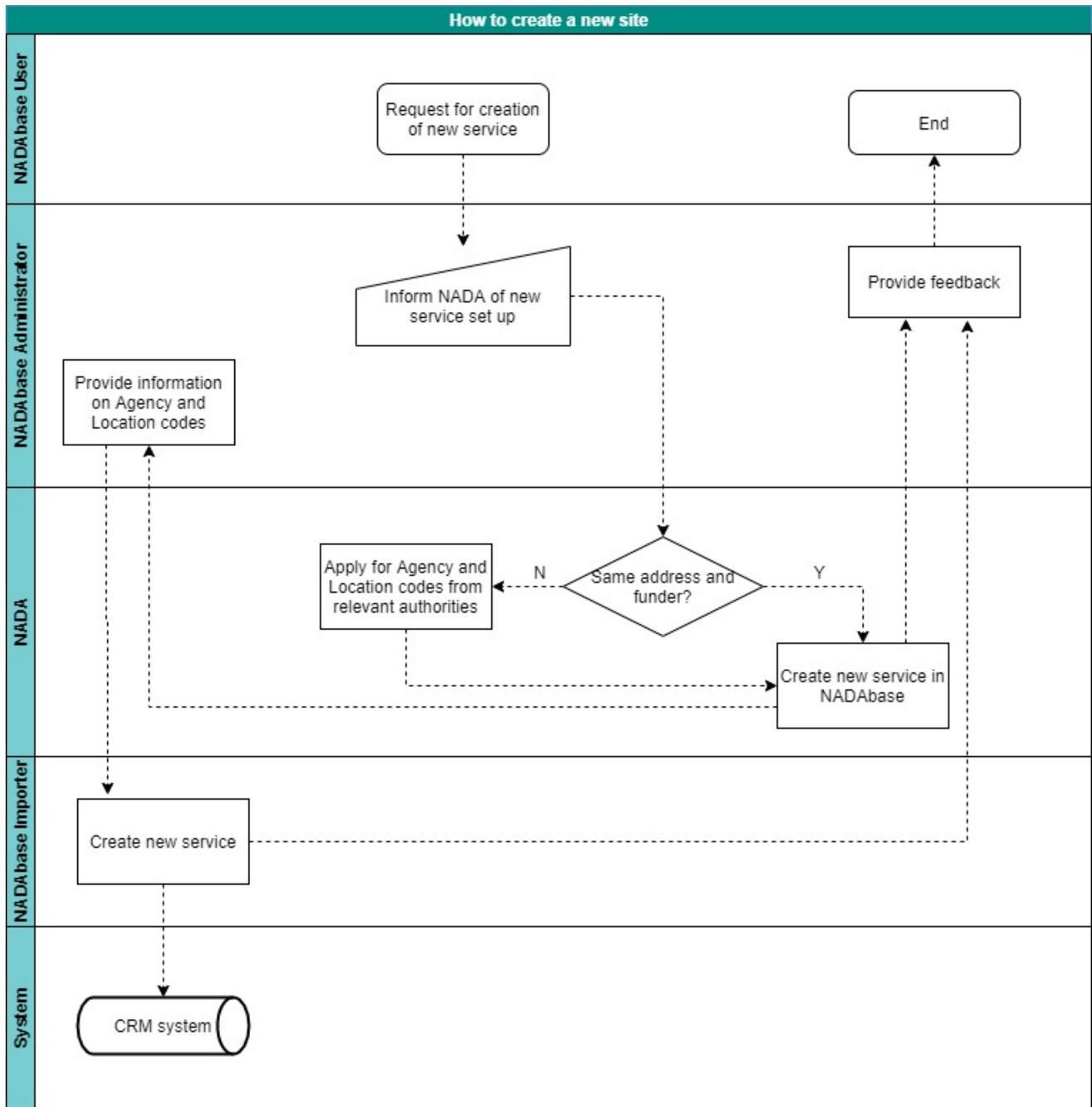
FINAL NOTES ON IMPORTING

Importing feature is a powerful tool in NADAbase that allows services to retrieve data efficiently and securely from their CRM and migrating them to NADAbase. Importers are responsible to minimise bulk data manipulation during importing data into NADAbase. Although NADAbase has validation mechanisms in place, e.g. validation checks and establishing the test site for data cleaning, importing data can result in incorrect data being added to NADAbase, necessitating a re-import of data recovery from backup. Therefore, services must assign Importer access to NADAbase with great care and caution to minimise volatility to the data in NADAbase.

Please contact nadabasesupport@nada.org.au for any concerns regarding importing into NADAbase.

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 clients, episodes and outcomes data for the selected service, and sends to the service in a secure manner.

Step 3

Service amends the data files, if for example, the client-code convention requires changes.

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.