

Frequently Asked Questions

What types of data can be accessed from VAHI's data request hub ('the Hub')?

The Hub facilitates access to data across Victoria's health system, including hospitals and health services, mental health, alcohol and other drugs and perinatal data. The Hub can also be used to ask a question about the data or measures in an existing VAHI report or suggest new measures to VAHI.

What types of requests cannot be answered through the Hub?

We cannot respond to requests that involve significant analytics of variation, trends, predictive modelling, linking of data (see page 2) or the interpretation of data. We can also only provide data that is available and accessible within the Victorian health collections.

Do I need to pay a lodgement fee?

You may be asked to pay a fee to help cover the cost of fulfilling your data request. VAHI is trialling cost recovery for the Data Request Hub, so the service can continue sustainably.

Not all requests are covered by the cost recovery trial. If your request is in the scope of the trial, a member of the team will contact you to discuss.

Find out more about the trial on our [website](#).

What else do I need to consider when requesting data from the Hub?

While we will do our best to action your request, please note the following:

- *Ethics Approval:*



If the data you are requesting will be used for a research project then, the project may need to be approved by a recognised Human Research Ethics Committee (HREC). Research assessed as having a negligible risk of re-identification will be exempt from ethical review.

While we can advise on whether there is a need for, and where to seek ethics approval, we do not directly manage this process. If your data request requires ethics approval, you will need to work with the relevant ethics committee to seek approval for the data request before we can assist you.

When Ethics approval is provided, the Hub is still required to review the data items being requested to ensure that it is fit for purpose and meets all legislative obligations. Further information regarding the Department of Health and Human Services' ethics committee is available here:

<https://www2.health.vic.gov.au/about/clinical-trials-and-research/human-research-ethics-committee>

- Data Linkage:

If you are seeking linked data, please contact the Centre for Victorian Data Linkage (CVDL) who will be able to better support your request. More information regarding CVDL is available here:

<https://www2.health.vic.gov.au/about/reporting-planning-data/the-centre-for-victorian-data-linkage>

- Legislative Requirements (including privacy):

All data requests will be reviewed to ensure that legislative requirements are met before we provide you with the data. For example, VAHI's policy on releasing data aims to protect the privacy of individuals, small community groups and private hospitals which entails that patient level data must be de-identified and comply with the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic) and other relevant legislation. Unless the risk of re-identifiability is negligible and in

cases where special legislative requirements exist, we will seek consent from the relevant data custodian before releasing the requested data.

How do I know what data is specifically available through the Hub?

The Hub can provide access to the datasets listed below. If you click on the link for each dataset, you will be able to view the relevant data dictionary and related material:

Alcohol and Other Drug Treatment (AoD)

- Victorian Alcohol and Drug Collections (VADC)
<https://www2.health.vic.gov.au/alcohol-and-drugs/funding-and-reporting-aod-services/data-collection/vadc-specifications>

Hospital data (HosData)

- Elective Surgery Information System (ESIS)
<https://www2.health.vic.gov.au/hospitals-and-health-services/data-reporting/health-data-standards-systems/data-collections/esis>
- Victorian Admitted Episodes Dataset (VAED)
<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/vaed-manual-2018-19>
- Victorian Emergency Management Dataset (VEMD)
<https://www2.health.vic.gov.au/hospitals-and-health-services/data-reporting/health-data-standards-systems/data-collections/vemd>

Mental Health

- Client Management Interface (CMI) and Operational Data Store (ODS)
<https://www2.health.vic.gov.au/mental-health/research-and-reporting/reporting-requirements-for-clinical%20mental-health-services>

Perinatal

- Victorian Perinatal Data Collection (VPDC)
<https://www2.health.vic.gov.au/hospitals-and-health-services/quality-safety-service/consultative-councils/council-obstetric-paediatric-mortality/perinatal-data-collection>

Other

- Agency Information Management System (AIMS)
<https://www2.health.vic.gov.au/hospitals-and-health-services/data-reporting/health-data-standards-systems/data-collections/aims>
- Victorian Integrated Non-Admitted Health (VINAH)
<https://www2.health.vic.gov.au/hospitals-and-health-services/data-reporting/health-data-standards-systems/data-collections/vinah>

How can I use data that I request through the Hub?

Please note that all data requests will require you to sign a Conditions of Release (COR) document. The COR outlines your obligations when using the data. The COR will differ depending on the type of data you request, including the level of sensitivity with regards to potential identification of individuals.

How long will it take for me to receive my data?

While we are committed to providing you with the data as soon as we can, all data requests are triaged depending on several factors, including:

- urgency of the request in relation to other requests in the Hub
- complexity of the request
- complexity of legislative, ethics, privacy and other contextual issues
- our overall number of requests

However, we will keep you informed of progress in relation to your request. An analyst will be in touch shortly after you submit your request and will provide you with an estimate of how long it should take. If you create an account, you can also check the status of your request using our “Track” feature on the Hub homepage.

How can I provide feedback about the Hub?

After your request is complete, you will be provided with the opportunity to complete a short customer feedback form. We will take your feedback on board to keep improving our service!

How do I submit a request for a new data product?

- Once you have confirmed the information you need is not already publicly available, select ‘Request’ from the VAHI Data Request Hub page
- Under Part A: Enter your contact details
- Under Part B: Your request, select My request is about... ‘Something else’
- If you are from the Department of Health and Human Services, you will need to provide the name of your Deputy Secretary/Director/Assistant Director who has approved the request before submitting it
- Under Part C: Provide as much detail as possible to make it easier for us to triage and coordinate a response.
- If a response is required urgently, please indicate this in the ‘Other Comments’ section

What happens once I submit a new data product request?

Once you submit a request you will receive an automatic response confirming your request was received by the Data Request Hub team. This response will include a ticket number that will allow you to track the progress of your request.

The request will then be triaged, which will take up to 10 business days. The triage process will confirm if the request requires new or

additional work, or if the product or information already exists. If the information is available your ticket will be assigned to an analyst to complete and respond to you.

If your request requires new work, a VAHI staff member will contact you to discuss the process, which includes VAHI:

- Working with you to develop a brief business case for the new work
- Making an initial assessment of the business case to ensure it aligns with the strategic priorities of VAHI, the Department of Health and Human Services and/or the Victorian Government, supporting better health and outcomes for Victorians
- Working with you to develop options and a proposed solution for your request
- Working with you to deliver on the request according to the documented scope, requirements, timeframes and funding.

How long will it take to have my request for new data product to be completed?

The initial triage process will take around 10 business days. The development of the business case, assessment, proposal and solution development and endorsement will depend on the scope of the request and resources available across VAHI and your organisation. Timelines will be negotiated at the initial meeting.

Why is there separate process for new data product requests?

VAHI's existing corporate plan, reporting commitments and system developments, see our analysts working at capacity. However, VAHI also has a role in supporting the broader work of the Department, Safer Care Victoria, health services and clinicians, and recognises that new work arises from time to time outside formal planning processes.



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The separate (standard) process to receive and manage requests for new data and/or reports, working in collaboration with requestors, ensures resources are allocated to areas of greatest need.