

## Cost recovery for the Data Request Hub service

### About VAHI

The Victorian Agency for Health Information (VAHI) is a division within the Victorian Government's health portfolio. VAHI's mission is to *'deliver trusted information to inform better decisions that improve health and wellbeing of Victorians'*.

We do this by analysing and sharing information across our health system. This enables transparent public reporting, effective governance, and a common understanding as to how we can all provide better, safer care.

Transparency is a key principle of our work. A range of information is available on the quality, safety and effectiveness of the health system through the [Victorian Health Services Performance](#) website. Through national agreements, VAHI also provides Victorian data to organisations such as the [Australian Institute of Health and Welfare](#) and [Australian Commission on Safety and Quality in Health Care](#), who produce and publicly release information on their own websites.

### VAHI's Data Request Hub

The VAHI Data Request Hub (the Hub) provides a single point for customers to connect with VAHI and get the health data they need. We designed the service to provide a good experience for our customers. The Hub includes a simplified way to submit a range of data requests, 24/7 self-tracking functions to monitor progress and a range of tools to improve communication with our data analysts.

### Cost recovery

Since launching the Hub, the volume and complexity of requests has increased. To ensure the Hub services can continue, VAHI introduced a cost recovery model in 2020 for data requests lodged through the Hub. The fee charged for provision of data reflect the resources VAHI diverts to fulfil the request (to extract and generate the data). VAHI's cost recovery model is in line with models used by similar data organisations providing a 'data on request' service.

#### *Data requests in scope*

The cost recovery model will apply to all data requests received through the Hub, except those requests from Victorian Government agencies and Victorian public health services (where relevant to delivery of their services) and those relating to perinatal data, however, requests perinatal data are scheduled to fall in scope for cost recovery as of 1-Jan-2024. Perinatal data requests are referred to our colleagues in Safer Care Victoria for response.

#### *Data in scope*

Data available through the Hub under the cost recovery model, subject to data custodian approval to release and ensuring that confidentiality and privacy requirements are met, includes:

[Victorian Admitted Episode Dataset](#)

[Victorian Emergency Minimum Dataset](#)

[Elective Surgery Information System](#)

[Victorian Integrated Non-Admitted Hospital Dataset](#)

[Victorian Alcohol and Drug Collection](#)

[Client Management Interface/Operational Datastore](#)

[Victorian Population Health Survey](#)

[Victorian Healthcare Experience Survey](#)

[Victorian Health Incident Management System](#)

When requesting data please note that the requested fields must correlate to your business needs.

*Fees and process*

As of 1-July-2023 customers will be charged at a rate of \$1284 per day (+GST) to fulfil their request, with a minimum of half a day charged for each request. The fees cover staffing and other infrastructure and administrative costs associated with responding to requests.

Data request fees adjust in line with the Consumer Price Index (CPI) annually, commencing 1 July 2023; using the rate reported by the Australian Bureau of Statistics for the March quarter. The fee will then adjust on an annual basis on 1 July. If the rate of CPI does not rise, or is in the negative, the rate will remain the same for the forthcoming year.

VAHI will confirm specifications with the customer, and will then provide a quote and seek consent to continue with the request. Fees are non-negotiable, and non-refundable once paid. Once the quote is accepted, it will be supplied as a tax invoice. The invoice must be paid prior to the release of data. If the scope of the work changes after the quote has been provided, VAHI reserves the right to revise the invoice.

*If you require linked data*

If your request requires linked data (i.e. that allows for a unique patient/client to be identified across datasets) then it will be referred through the Hub to the [Centre for Victorian Data Linkage](#) for which a similar model of cost recovery applies.