

Cost recovery for the Data Request Hub service

About VAHI

VAHI's mission is **delivering trusted information to inform better decisions that improve health and wellbeing of Victorians.**

VAHI monitors and reports on public and private services that impact on health, wellbeing, quality and safety. We provide reliable, accurate and actionable data and information to stimulate quality and safety improvements, to increase transparency and accountability and to inform the community.

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

VAHI launched the Data Request Hub in July 2019. It 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 trial

In the six months since we launched the Hub, the volume and complexity of requests has increased.

To ensure the Hub can continue, VAHI will introduce cost recovery for some data requests lodged through the Hub. The fee will 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.

Trial period

From 19 February 2020, VAHI will trial cost recovery for the Data Request Hub. Feedback from our customers will be valuable for the evaluation of the trial.

Data requests in the scope of the trial

The cost recovery trial will apply to all hospital data (HosData) requests received through the Data Request Hub, except those requests from Victorian Government agencies and Victorian public health services.

Fees and process

Customers will be charged at a rate of \$104.00 per hour (+GST) to fulfil their request, with a minimum of 3 hours charged for each request.

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. Once the quote is approved, 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.

Evaluation and implementation in July 2020

The trial will be evaluated in June 2020, including using customer feedback. There may be some changes to the cost recovery model following the evaluation.

From 1 July 2020, VAHI will 'go live' with full implementation of cost recovery, and the model will be reviewed annually.