Outcome Measurement System (OMS) User Manual

Safe Night Precinct Support Services

V1.0

Outcome measurement system (OMS) user manual

Contents

Outcome Management System (OMS) Manual

The Outcome Measurement System (OMS) provides a web-based platform for Safe Night Precinct Support Services (SNPSS) funded organisations to accurately report performance information about the nature and quantum of supports delivered. It does not replace the obligation of Providers to report in P2i.

Objective

The objectives of the OMS system are:

- To facilitate the collection of performance data for organisations and services.

- To provide the data required for policy development, strategic planning and performance monitoring against agreed output/ outcome criteria.

- To assist funded organisations to provide high quality supports to their service users by facilitating improvements to the internal management of the funded service delivery.

- To enable contract management teams to analyse and manage contracted service delivery against actual service delivery.
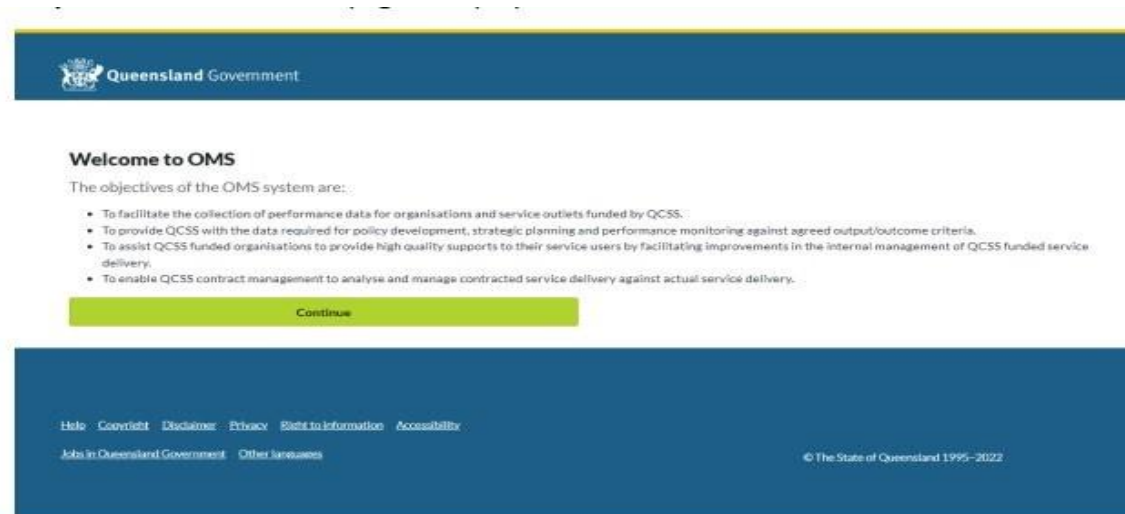
How to log into the Outcome Measure System

Logging into OMS

➢ Go to the P2i home page [P2i | Department of Families, Seniors, Disability Services and Child Safety](#)

➢ Click the OMS link available on via the P2i Home Page

➢ Click 'continue' on the OMS Welcome Page.

➢ Enter your email and password and click 'Log in'.

➢ Click on the Safe Night Precinct Support Services link at the left-hand side of the screen.

You are now at the page to complete data entry for the quarter.

Safe Night Precincts Initiative

Action

○ **Make a new quarterly report**

○ **Update previous quarterly report**

How to set up a new User in OMS

Setting up new users in OMS
There are two user roles available for new OMS users:

1. NGO_ADMIN_USER
2. NGO_USER

o **NGO_ADMIN_USER** can set up other users **AND** complete reporting in OMS.

o **NGO_USER** can complete reporting in OMS only.

HINTS AND TIPS:

- Users cannot be deleted from OMS – they can be made inactive only.
- Unlike P2i, user accounts will not be automatically made inactive if users have not accessed the OMS system within a specific period of time.
- Inactive accounts can be made active again if needed – the NGO_ADMIN_USER can do this function.

Once you have logged into OMS using your email and password, select the 'Users' link on the left-hand side of the screen.
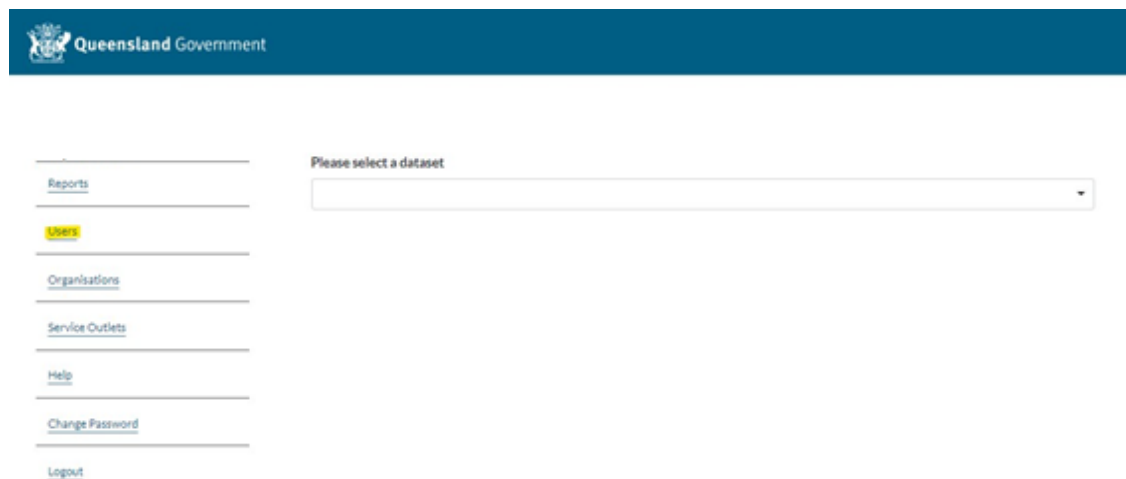
➢ Click new user

User management

Enter keywords to searcl ▼

+ Add new user

Items per page: 10 ▼ No items « ‹ › »

Action	#	First name	Last name	Email	Role	Organisation	Last login	Is active

> Populate the details of the person you are adding as an OMS user and click the blue "Generate Password" button.
> Ensure the 'Is active' box is ticked then click 'Save'.

Adding new user   ×

First name *

Last name *

Password *

Generate Password

Email *

Enter your email address

Role *

Organisation *

☑ Is active

Save   **Close**

- The new user is now set up and they will receive an email with their OMS log in details.

How to edit a User in OMS

Finding / amending user accounts

Once you have logged into OMS using your email and password, select the 'Users' link on the left-hand side of the screen.
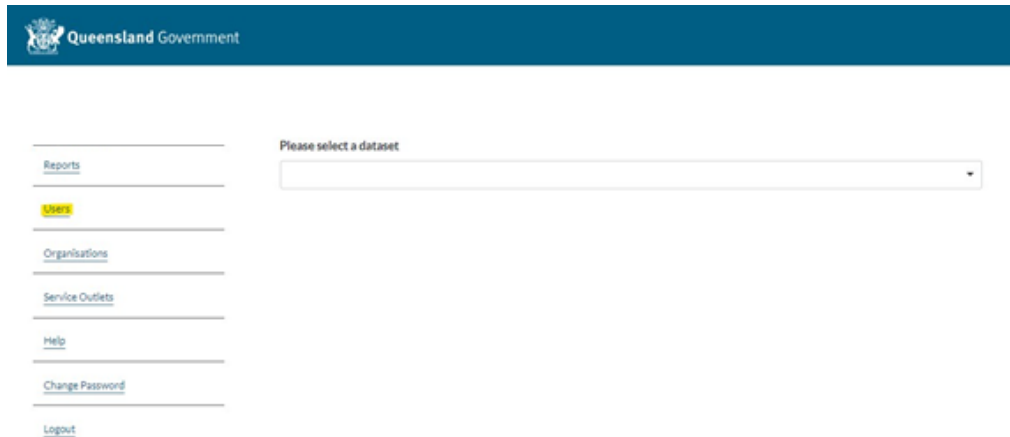
> ➢ In the 'User management' field, type the name of the user you are searching for:

> ➢ When you find the person's name you are searching for, click on the 'Edit' button.
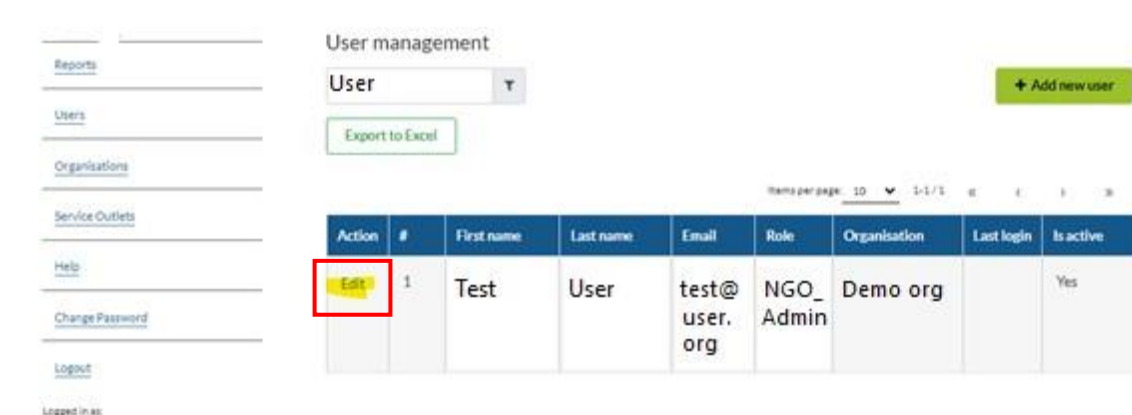
➢ Here you can change the email address and role of the user, and you can make them either 'active' or 'inactive' depending on the requirement.

NOTE – the first and last names of the user cannot be changed

NOTE - If a user has left your organisation or no longer requires access to OMS, you can make them inactive by finding their account and ensuring the '**Is active**' box is **NOT TICKED** then click 'Save'.

How to submit or correct quarterly SNPSS reports in OMS

Submitting SNPSS reports in OMS

- refer to the *Safe Night Precincts Support Services Initiative Guidelines V1.1 August 2024* for detailed information on the contractual reporting requirements and definitions. SNPSS Guidelines.pdf

- An automatic save function is active in OMS – you may partially complete a report and return to it at a later time (details below).

- you may amend a report that has already been submitted (details below).

Once you have logged into OMS using your email and password, click on the 'Safe Night Precinct Support Services' link at the left-hand side of the screen.

This will take you to a new page.

- You will be asked to select between two choices:
  - Make a new quarterly report
  - Update a previous quarterly report

Select "Make a new quarterly report" if:

1. You are starting a new report for the quarter; or
2. You are returning to a partially completed report to finish it off.

Select " Update a previous quarterly report" if:

1. You need to amend previously reported information (you will need to reference number of the report that was previously submitted).

Once you have chosen the most appropriate option, select the relevant service outlet and reporting period that you are submitting data for using the drop-down options, then click 'Save/Next'.

If you returning to a partially submitted report or are resubmitting a report, this information will already be provided based on previous activity. In that case, review what is there to ensure that the information is still relevant.

Safe Night Precincts Initiative

Action

◉ Make a new quarterly report

○ Update previous quarterly report

Select your service outlet and the period for which you are reporting from the drop down options and then click the green Save/Next button. You should only see the outlet/s listed for which you are registered in the application.

Safe Night Precincts Initiative

Action

- ◉ Make a new quarterly report
- ○ Update previous quarterly report

Service outlet *

[× ▾]

The *Service outlet* name and number appear in the funded organisation's Service Agreement.

Reporting period *

[× ▾]

The *Reporting period* should be reported as a combination of the Year and the Quarter, i.e., Year/QX.

For example:

- Jul-Sep 2023 – reported as 2023-24/Q1
- Oct-Dec 2023 – reported as 2023-24/Q2
- Jan-Mar 2024 – reported as 2023-24/Q3
- Apr-Jun 2024 – reported as 2023-24/Q4

[Save/Next]

Progress through the screens, completing the information that is required. Note that items marked with a red asterisk are required items. If these items are not completed, the system will not let you progress to the next page. Page 2 is about General Delivery; page 3 is about Resourcing Hours.

Note that the values required for some items are identified as being a subset of a value already supplied. The system will identify and ask you to correct values that are a higher number than the value supplied in the "parent" field.

Number of Service Users who received minor assistance or resources

Assertive Outreach (T316) *

[23]

Rest and Recovery (T322) *

[24]

Number of Service Users who received minor assistance or resources, hydration (water) specific

This number is a sub-set of minor assistance or resources.

Assertive Outreach (T316) *

[25   ⓘ]

This value must be equal to, or less than the value supplied at "Number of Service Users who received minor assistance or resources" for T316

Rest and Recovery (T322) *

[26   ⓘ]

This value must be equal to, or less than the value supplied at "Number of Service Users who received minor assistance or resources" for T322

Page 4 provides an opportunity to describe a Practice Example. Completing this page is not mandatory and there will be no field visible unless the check box, "I want to include a practice example" is ticked.

Safe Night Precincts Initiative

Action

◉ Make a new quarterly report

○ Update previous quarterly report

Page 4 of 5

☑ I want to include a Practice Example

If you do not want to include a practice example, leave the check box unticked and click the green "Save/Next" button.

If you do want to include a practice example, additional fields will appear for completion.

Once you have finished, click the "Save/Next" button to advance to the next page. If for any reason you wish to amend previously completed fields, click the blue "Previous" Button to be returned to the previous page, and so on until you reach the page you wish to amend.

Once you have finished making amendments, click the green "Save/Next" button as before to advance to the next page.

Whether or not you complete a practice example, Page 6 will present you with a summary of the reporting you have just completed. Review the information and if you are happy with the report take the following steps to save your report.

1. Tick the certification that you have sighted the performance data and that the information is a true account (a green "Submit" button will be added to the screen).
2. Click the green "Submit" button.

If there are amendments to be made, use the blue "Previous" button to review and make necessary changes and then advance to this page for submission.

Thank you for taking the time to complete this reporting. The items you have reported contribute valuable information about Safe Night Precincts activity around the State. Please also ensure that you complete all required reporting in P2i.

☑ I certify that I have sighted the performance data for this period and that the information provided is true account of the organisation's performance, as it relates to the department funding. *

[Previous] [Submit]

Once the "Submit" button has been activated a confirmation message will appear on the screen and an email will be sent to your email address confirming a successful load. In any case, take a note of the SNP-number that is allocated, as you will use this number if you need to recall and change your submission.

DATA SUBMITTED SUCCESSFULLY

Summary

🖨 Print

Reference number:	SNP-11
Import type:	SNP report
File upload date:	27/08/2025 08:14 AM

Submit another report

You will receive an email once your report has been submitted with both a PDF and Excel attachments.

You can upload the PDF document as an attachment to P2i as your report.

Resubmitting a Report

If you need to resubmit a report at any stage, choose the "Update a Previous Quarterly Report radio button" and then insert the appropriate reference number. Click the green "Import" button.

Action

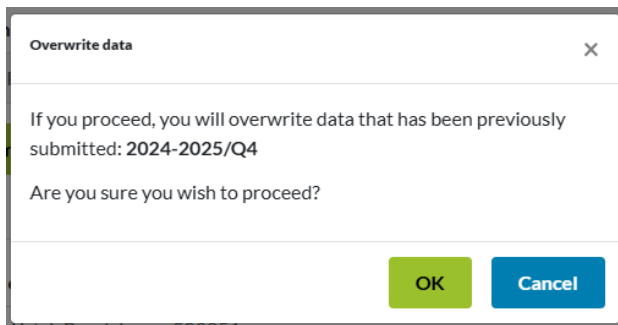◯ Make a new quarterly report

🔘 Update previous quarterly report

The update functionality is for use when you need to update a detail in a previously submitted report. Use the number attached to the upload noted in the successful load email and click the "Import" button. Scroll through the pages, making any changes and then "Submit". You will receive confirmation of your submission via email as usual.

Ref number

SNP-	

Import

The previously submitted report will be imported and is ready to be modified in the usual way. When you click the first "Save/Next" button, a warning box will be displayed asking if you are sure you want to proceed, since previous data is then subject to being overwritten.

Overwrite data   ✕

If you proceed, you will overwrite data that has been previously submitted: **2024-2025/Q4**

Are you sure you wish to proceed?

OK   Cancel

Click OK if that is you intention, else click the blue "Cancel" button to be returned to the screen.

Assuming that you do want to make changes, click through the pages and make amendments as before and then at page 6 check the confirmation box and submit your report. Confirmation on screen and via email will follow in the normal way.

In any case, once your reporting is complete, you may exit the application by choosing the "Logout" option at the bottom of the left-hand menu items.