Australian Government
Department of Social Services

Data Exchange

End of reporting period webinar

June 2018

Using the webinar control panel

Check your sound. This microphone symbol will be red, to show you are 'muted'.

'Muted' means you can't ask questions using your voice.

Click on the individual grey headings to expand the control panel items
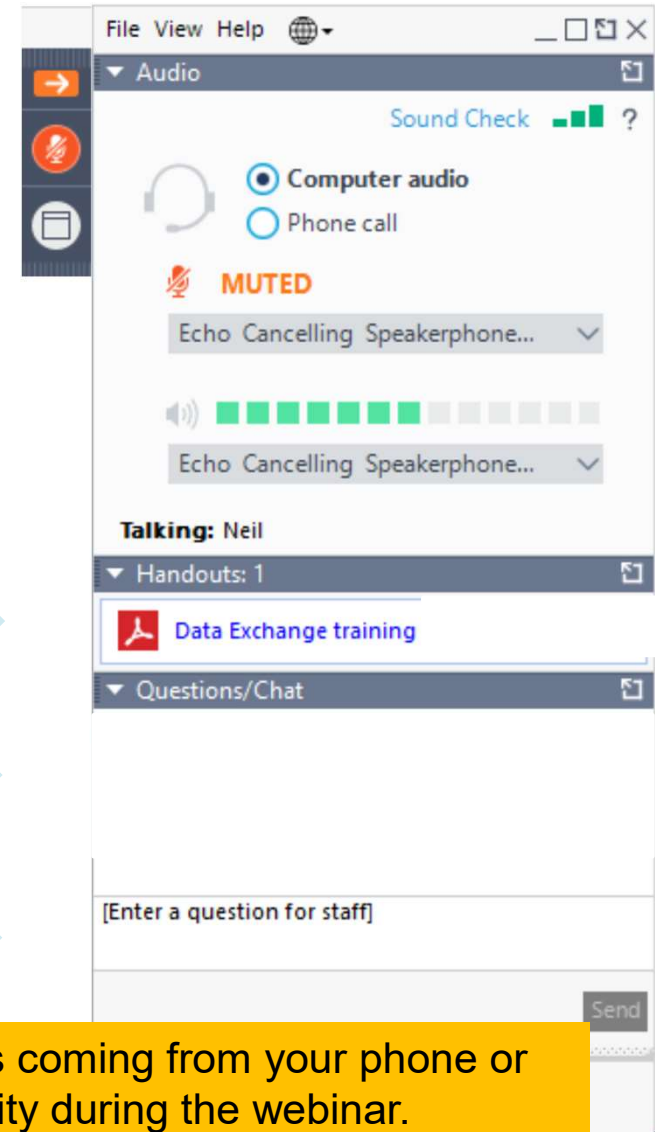
If handouts have been provided,

you'll find them here

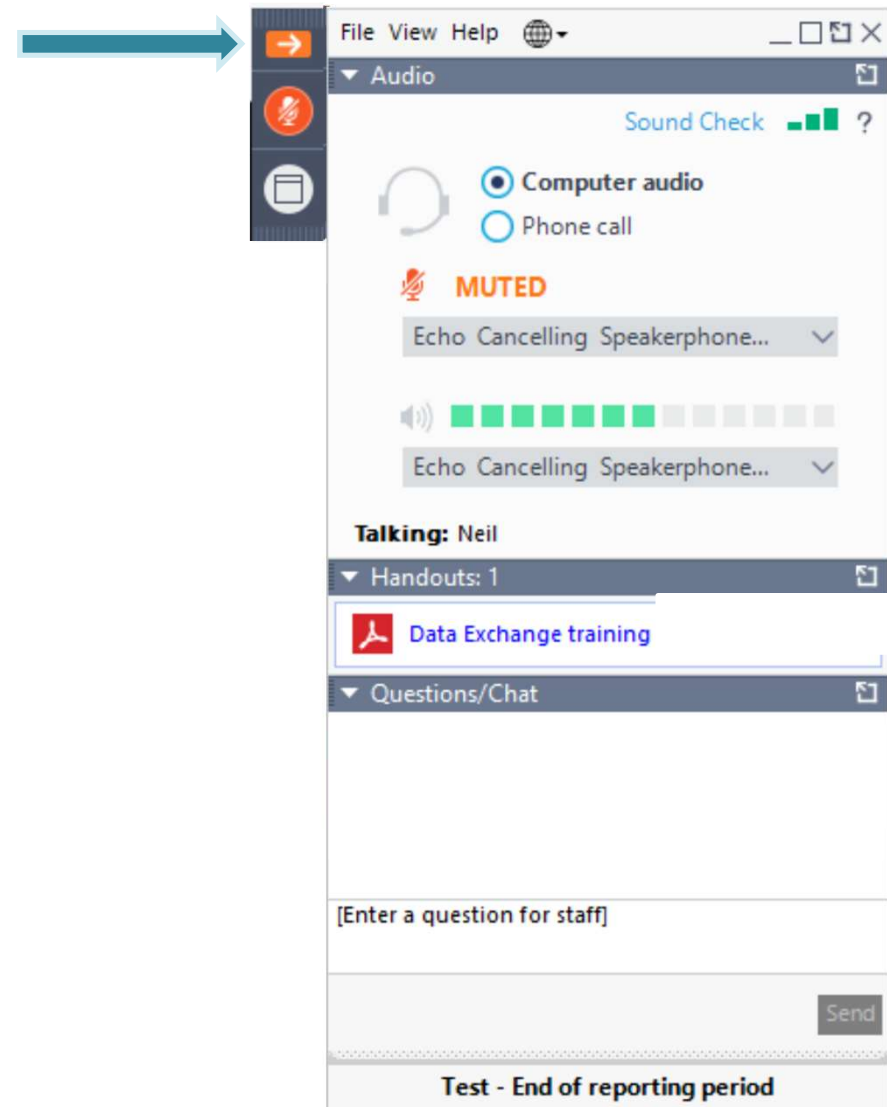Group chats can be seen here

Type in your questions here

Please ensure your audio is on 'mute' so that no sound is coming from your phone or computer / laptop as this can affect the sound quality during the webinar.

Using the webinar control panel

When it hasn't be used for some time, the control panel will minimise.

To expand, select the orange arrow

Need help handout

Please let us know if you are having audio issues by using the Questions section in the control panel.

To register and join a webinar go to: [Join help and FAQs](#)

To check your browser access go to: [System Requirements for Attendees](#)

For Audio Help and FAQs go to: [Audio Help and FAQs](#)

Agenda

Data best practices

Data quality

System re-opening requests

Where to get help

Questions

Data Exchange

Data best practices

Data principles
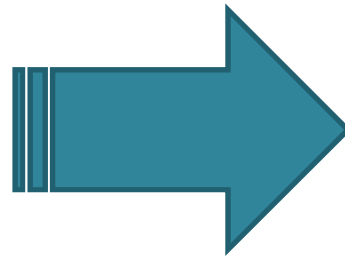
Data that is:		Visibility and understanding of:
Timely		Outcomes
Reliable	→	Combinations of services
Accurate		Client pathways
Complete		Understanding of client profiles

Data usage

Informs

Reports

Supports

Recovery planning

Client pathways

Return $

Inform government

Reporting Periods

1 January ❯ **30 June**
30 day close-off period – ends 30 July

1 July ❯ **31 December**
30 day close-off period – ends 30 January

- Data must be submitted to DSS by the end of each 6 month period.

- Data can regularly be entered anytime during each 6 month period.

Submit data regularly

✓ Can enter data daily, weekly or monthly

✓ Up-to-date data in your reports

✓ Grant agreement requirements

Submit data by the end of each reporting period

✓ Avoid upload delays

✓ Confirm data quality and adjust accordingly

Data Exchange

Data quality

What does quality data look like

Top items for data quality checks

Client Details	Other Details
Pseudonyms	Session details
Unidentified/group clients	Cases
Date of birth	Outlets
Demographics	Standard Client Outcomes Reporting (SCORE)
Support persons	

Check your data is correct

Before the end of the reporting period check the following:

- outlets details

- Bulk file upload or system to system transfer data is being uploaded correctly regularly

- Use the Data Quality Reports available through Data Exchange portal to look for incomplete or inconsistent data

Data Quality Report

Available reports

Standard reports

Organisation Overview

Organisation Data Quality
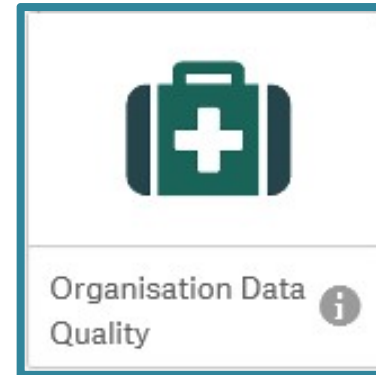
Partnership Approach reports

Resource Planning

Service Footprint

Client Outcomes
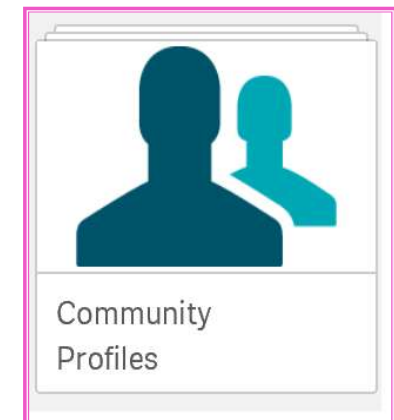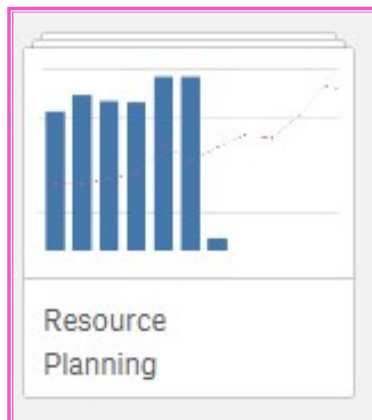
Community Profiles

Data Exchange

System re-opening requests

What are not 'exceptional circumstances'

System re-opening are only approved for exceptional circumstances. This **does not** include:

- Problems obtaining an AUSkey or access to the Data Exchange

- Delay in approval of outlets by Helpdesk

- Staff members on leave or departing the organisation

- IT issues and problems with upload of data on last day of period

- Thinking that it's a different due date

Cut off dates – 30 January and 30 July

Submitting a system re-opening request

Discuss with your Funding Arrangement Manager	Use current form	Enter correct Organisation name and ID
Select relevant program activities	Valid reasons	Continue to work on getting your data in on time

Submitting a request **does not** guarantee that it will be approved.

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Where to get help

Where to get help

Funding arrangement manager
- Data entry issues
- Milestone / KPI concerns

IT vendor / specialist
- Issues or errors with upload
- Review and test

Data Exchange Helpdesk
- Further assistance with technical questions
- Provide sandpit environment for IT vendor / specialist for testing

Data Exchange website
- Training material and policy support documentation
- Subscribe to receive updates

Question time

Audio will now be switched off however, the webinar will remain open for about 10 minutes for typed questions and answers.

Any further questions can be sent to dssdataexchange.helpdesk@dss.gov.au

If you would like to exit the webinar, please do – and thank you for your participation.