

APPENDIX 2: Overview of Information Flow – Provider to DSS (Client Name & Last Name)

| Reporting Process | Consent (Y/N)? | Data entered by Providers <i>What data is entered by the provider into the client management system?</i> | Statistical Linkage Key <i>Process for generating Statistical Linkage Key (SLK)</i> | Disclosed/reported to DSS <i>Has the Provider disclosed/reported Client Name, Last Name, and/or full residential address to DSS?</i> | Information stored by DSS <i>What is stored & accessible/visible in the client level unit record?</i> |
|---|----------------|---|--|--|---|
| Provider reports via the web based portal | Yes | <p align="center"><u>1A</u></p> <p>Client Name & Last Name + full residential address (i.e. includes address lines 1 and 2) + other Mandatory Priority Requirements (MPR)/Voluntary Extended Requirements (VER).</p> <p><i>Provider enters all client level information (including address line 1&2) into the web based portal.</i></p> | <p>The SLK is generated in the web based portal at the time the client record is saved in DEX</p> <p><i>DSS hosts the web based portal, the SLK is generated on the 'DSS' side of the internet browser.(i.e. the internet browser through which the provider is accessing DEX)</i></p> | <p>Yes.</p> <p><i>At the same time that the SLK is generated, the Client Name and Last Name + full residential address (i.e. includes address line 1 + 2) is disclosed/reported.</i></p> | <p>SLK + MPR/VER including Client Name & Last Name, as well as full residential address</p> <p><i>Client Name & Last Name, as well as full residential address is stored but not accessible/visible except in exceptional circumstances.</i></p> |
| | Yes | <p align="center"><u>1B</u></p> <p>Client Name & Last Name & residential address excluding address lines 1 & 2 + other MPR/VER.</p> <p><i>Provider chooses not to enter the address line 1 & 2</i></p> <p><i>It is not mandatory for the provider to provide address line 1 and 2 even if the client consents.</i></p> | <p>The SLK is generated in the web based portal at the time the client record is saved in DEX</p> <p><i>DSS hosts the web based portal, the SLK is generated on the 'DSS' side of the internet browser.(i.e. the internet browser through which the provider is accessing DEX)</i></p> | <p><i>Yes, including partial residential address only</i></p> <p><i>At the same time that the SLK is generated the Client Name and Last Name + partial residential address (i.e. excludes address line 1 + 2) is disclosed/reported to DSS.</i></p> | <p>SLK + MPR/VER including Client Name & Last Name & partial residential address (i.e. excluding address line 1& 2)</p> <p><i>Client Name & Last Name, as well as partial residential address, is stored but not accessible/visible except in exceptional circumstances.</i></p> |
| | No | <p align="center"><u>2</u></p> <p>Client Name & Last Name + partial residential address + MPR/VER</p> | <p>The SLK is generated in the web based portal at the time the client</p> | <p>No, but partial residential address is disclosed/reported.</p> | <p>SLK & MPR/VER</p> |

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|---|----------------|---|---|---|--|
| | | <p><i>Provider enters all client level information into the web based portal except the client's street name and number (i.e. address line 1 & 2)</i></p> <p><i>Where the client does not consent, the Provider may only supply the client's State, Suburb & Postcode as the client's residential address.</i></p> | <p>record is saved in DEX</p> <p><i>DSS hosts the web based portal, the SLK is generated on the 'DSS' side of the internet browser.(i.e. the internet browser through which the provider is accessing DEX). After the SLK is generated the client name and last name is not saved</i></p> | | <p>.</p> <p><i>Client Name & Last Name is <u>not stored</u> on DSS servers, but the State Suburb and Postcode <u>is stored</u> against each SLK</i></p> |
| <p>Provider reports via a system to system transfer or bulk upload</p> | <p>Yes</p> | <p align="center"><u>3</u></p> <p>MPR/VER Client Name & Last Name & full/partial residential address</p> <p><i>This information is transferred or uploaded from the Provider operated system to DSS servers.</i></p> <p><i>It is not mandatory for the provider to provide address line 1 and 2 even if the client consents.</i></p> | <p>The SLK is generated at the time the client record is transferred to DEX</p> | <p>Yes.</p> | <p>SLK + MPR/VER, and Client Name & Last Name & full/partial residential address</p> <p><i>Client Name & Last Name, as well as full/partial residential address, is stored but not accessible/visible except in exceptional circumstances.</i></p> |
| | | <p align="center"><u>4A</u></p> <p>MPR/VER <u>excluding Client Name & Last Name & full residential address</u></p> | <p>No SLK is generated as the client record will get rejected/not be saved</p> | <p>No.</p> | <p>No client level unit record is stored.</p> |

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|-------------------|----------------|---|---|--|--|
| | | <i>The provider attempts to transfer the information from the Provider operated system to DSS servers.</i> | | | |
| | | <p align="center">4B</p> <p>MPR/VER <u>excluding Client Name & Last Name</u> & including full residential address</p> <p><i>The provider attempts to transfer the information from the Provider operated system to DSS servers.</i></p> | No SLK is generated as the client record will get rejected/not be saved | No. | No client level unit record is stored. |
| | | <p align="center">5</p> <p>Client Name & Last Name + full/partial residential address + other MPR/VER.</p> <p><i>This information is transferred or uploaded from the Provider operated system to DSS servers.</i></p> <p><i>It is not mandatory for the provider to provide address line 1 and 2 even if the client consents.</i></p> | <p>DSS generates the SLK after the Provider reports via transfer or upload</p> <p><i>DSS generates the SLK whenever the client consents</i></p> | <p>Yes, including full/partial residential address.</p> <p><i>Client Name & Last Name & full/partial residential address is disclosed/reported</i></p> | <p>SLK + MPR/VER + Client Name & Last Name + full/partial residential address</p> <p><i>Client Name & Last Name, as well as full/partial residential address, are stored but not accessible/visible except in exceptional circumstances.</i></p> |

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|--|----------------|---|---|---|--|
| | No | <p align="center">6</p> <p>SLK + MPR/VER <u>excluding Client Name & Last Name & full residential address</u></p> <p><i>This information is transferred or uploaded from the Provider operated system to DSS servers.</i></p> <p><i>Where the client does not consent, the Provider may only supply the client's State, Suburb & Postcode as the client's residential address</i></p> | <p>The SLK is generated by the provider before transfer or upload</p> <p><i>The SLK is generated by the provider using the Provider operated system for non-consenting clients.</i></p> | No. | <p>SLK + MPR/VER excluding Client Name & Last Name & full residential address</p> <p>Client Name & Last Name & full residential address is not stored on DSS servers.</p> |
| Provider reports via a system to system transfer or bulk upload, <i>but fails to adhere to DEX Protocols</i> | No | <p align="center">7</p> <p>SLK + Client Name & Last Name + full residential address +other MPR/VER</p> <p><i>While the Client Name & Last Name & full residential address should not be supplied, it may be inadvertently transferred or uploaded, together with the SLK.</i></p> | <p>The SLK is generated before transfer or upload</p> <p><i>The SLK is generated by the provider using the Provider operated system for non-consenting clients</i></p> | Yes, despite the absence of consent. | <p>SLK + MPR/VER excluding Client Name & Last Name & including partial residential address</p> <p>Client Name & Last Name & is not stored on DSS servers. Partial residential address is stored.</p> <p><i>Client Name & Last Name, and full residential address is disclosed/reported to DSS. A system generated warning informs the Provider that this information will not be saved for non-consenting clients.</i></p> |

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|-------------------|----------------|---|--|--|---|
| | | <p align="center">8</p> <p>Client Name & Last Name & full residential address + other MPR/VER</p> <p><i>While the Client Name, Last Name, and full residential address should not be reported, it has been inadvertently transferred or uploaded without generating the SLK.</i></p> | <p>No SLK is generated</p> <p><i>The SLK is not generated by the provider using the Provider operated system despite this being mandatory. DSS will not generate the SLK for non-consenting clients.</i></p> | <p>Yes, despite the absence of consent</p> <p><i>A system generated warning informs the Provider that the Client Name, Last Name and full residential address will not be saved if any of this information is supplied for non-consenting clients.</i></p> | <p>No client level unit record is stored.</p> |