



Australian Government
Department of Social Services

Data Exchange

Data Exchange 101 - Introduction

November 2018

Agenda

What is the Data Exchange?

Priority requirements data items

Partnership approach data items

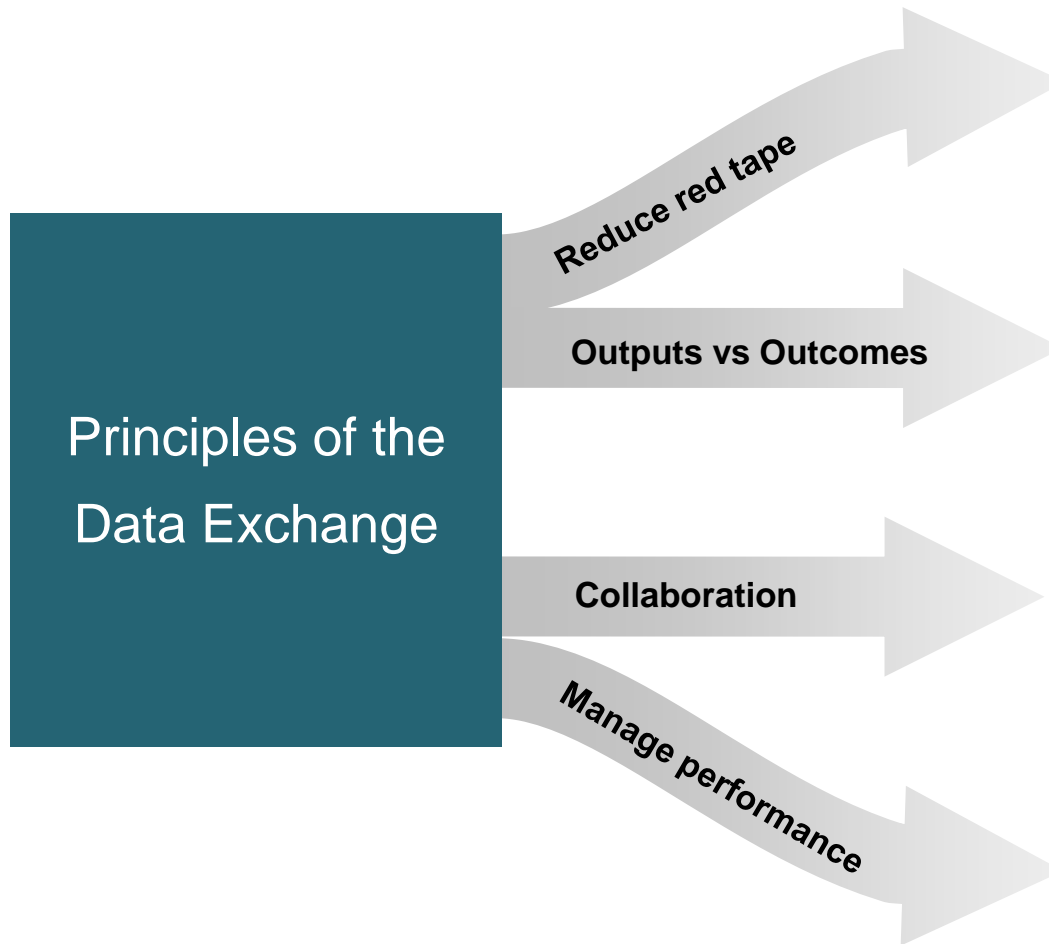
Where to get help



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What is the Data Exchange?

Principles of the Data Exchange



Principles of the
Data Exchange

Reduce red tape

Outputs vs Outcomes

Collaboration

Manage performance

Reduce red tape

- Reduction in amount of required data items
- Standard reporting periods
- Standard reporting method

Outputs vs outcomes

- Capture outputs of clients, cases and sessions
- Capture impact of services on clients

Collaboration

- Improves services
- Allows for innovation and growth

Manage performance

- Improves service delivery
- Improves program policy

Standard Data Exchange KPI's

1.

Number of clients assisted

2.

Number of events / service instances delivered

3.

Percentage of participants from priority target groups

4.

Percentage of clients achieving individual goals related to independence, participation and well-being

5.

Percentage of clients achieving improved independence, participation and well-being

Measured using benchmarking, comparing your achievement against similar service providers delivering comparable services, using characteristics defined in the Data Exchange Protocols.

Data Exchange snapshot

As at November 2018:



2,500+

Organisations currently registered in the Data Exchange



13,000+

Users currently registered in the Data Exchange



Over

80+

million

Sessions of service to clients and communities since July 2014



65+

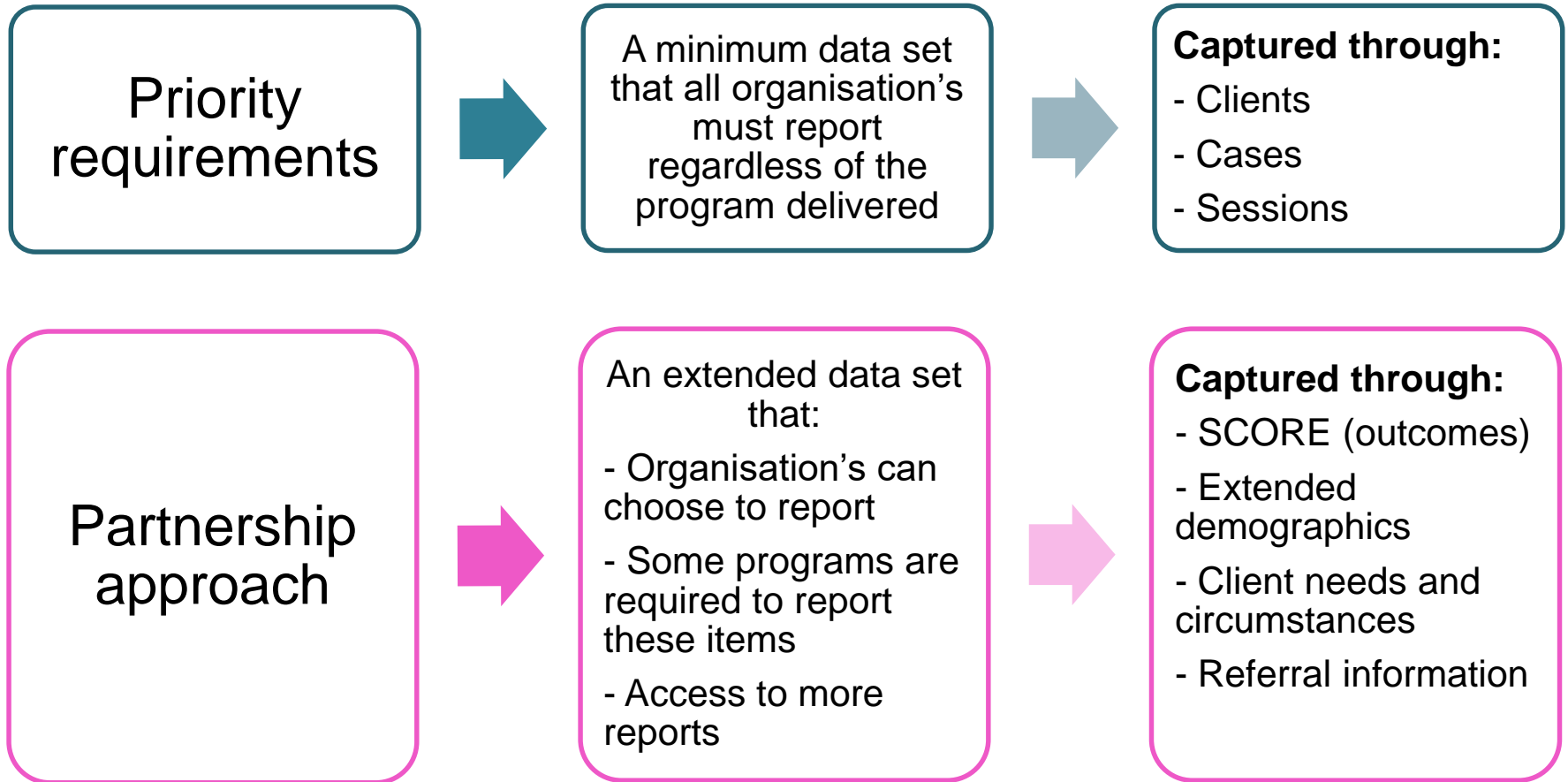
Programs currently reporting via the Data Exchange

What do we use the data for?

- Informs
- Reports
- Supports
- Recovery planning
- Client pathways
- Return on investment
- Information for government



Data sets of the Data Exchange



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

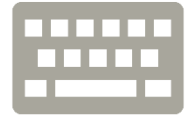
- Data must be finalised by the end of each 6 monthly period.
- Organisations are strongly encouraged to submit and check data regularly.



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Getting started

Getting started process map



Access Training Material

Data Exchange website

- Quick Start Guide
- Task cards
- eLearning modules
- Protocols
- Appendix B

Apply for AUSkey

Two types:
Administrator
and Standard

Have at least
two AUSkey
holders in your
organisation

For more
information –
abr.gov.au

Decide Upload Method

System to
system
Bulk file upload
Web-based
portal

Can change
upload method
at any time

Determine organisation / outlets / users

Create outlet/s
and attach
relevant
program
activities

Set up users –
attach to
outlet/s and
program/s
relevant to each
user

Input Data

Input regularly

Check data
quality regularly

Data is available
in reports the
next day

Access training materials



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Apply for an AUSKey



Is a secure login that identifies you when you use participating government online services



Administrator AUSKey

- Usually CFO of an organisation is the first person that registers for an AUSKey in the organisation
- Manage all AUSKeys linked to the ABN of your organisation including the setting up of Standard AUSKeys
- Manage your own AUSKey



Standard AUSKey

- Manage your own AUSKey
- Obtain additional AUSKeys for you to use on other computers

Refer to the [AUSKey Registration Guide](#) and [AUSKey](#) website

Upload Options



There are 3 ways to submit data:

1. System-to-system transfer
2. Bulk file upload
3. Web-based portal

Technical Specifications
can be found on the
Data Exchange Website

Upload methods can be changed at
any time.

More information can be found in the
Upload methods task card.

The Data Exchange
Helpdesk can assist
with technical questions
and a test environment

Data Exchange User roles



Data Exchange
Organisation Administrator



Organisation Editor



Organisation View only

Set up organisation, outlets and users



The Data Exchange Organisation administrator is responsible for the setup of the:



Organisation

- Update of partnership approach status
- Update the organisation's trading name



Outlets

- Create and submit the outlet/s to Helpdesk
- Can take up to 5 business days to be approved
- Cannot have multiple outlets with the same address
- Once approved must attach the relevant activities to each outlet



Users

- Must have their own AUSkeys
- Emails must match those connected to their AUSkeys
- Must be attached to relevant outlet/s and program/s to enter and view data



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Inputting Data






Data Exchange web-based portal





MyDEX Dashboard

Go to

Find

-  Client
-  Case
-  SCORE


Add

-  Client
-  Case
-  Session
-  SCORE










View

My Organisation

- Manage organisation
- Manage users
- Reference data
- Uploaded files
- Manage action items



Access MyDEX reports

Data Exchange term	Data Exchange Definition
 Outlet	<p>The location where the service is delivered from or where the administrative office where the staff are travelling from to deliver services.</p>
 Case	<p>A case captures one or more instances of service delivery that is expected to lead to a distinct outcome. A case contains session and client information.</p>
 Session	<p>A session is an individual instance or episode of service, stored within a case.</p>
 Program activity	<p>The activity that an organisation is funded to deliver.</p>
 Service type	<p>Reflects the nature of service delivery in that particular session. Different service types are associated with different funded activities or programs.</p>
 Individual Client	<p>Individual who receives a service as part of a funded activity that is expected to lead to a measurable outcome and whose details are registered in the Data Exchange.</p>
 Support person	<p>Provides support and assistance to a client at a session.</p>
 Unidentified 'group' client	<p>An individual who receives a service as part of a funded activity that is expected to lead to a measurable outcome and whose details are not registered in the Data Exchange.</p>
 SCORE	<p>Reports the outcomes clients are achieving by accessing a funded service.</p>

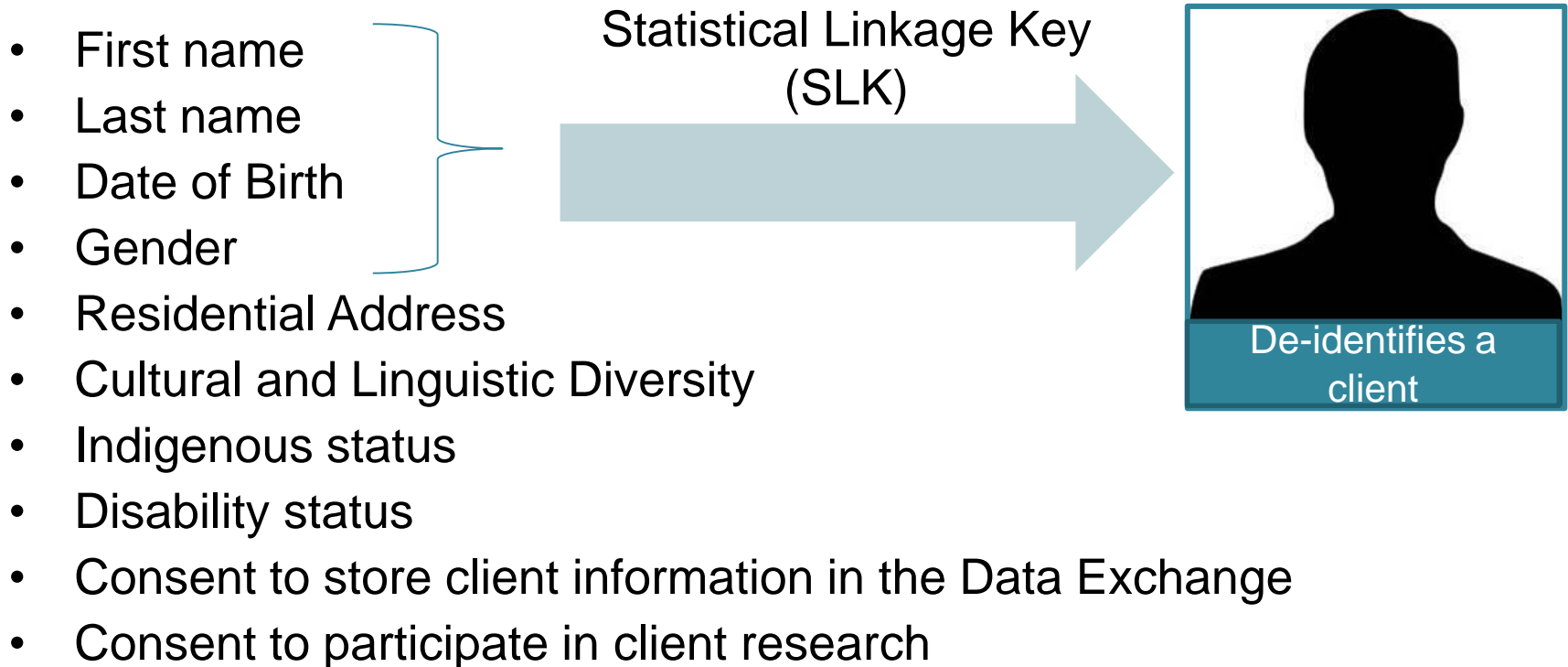


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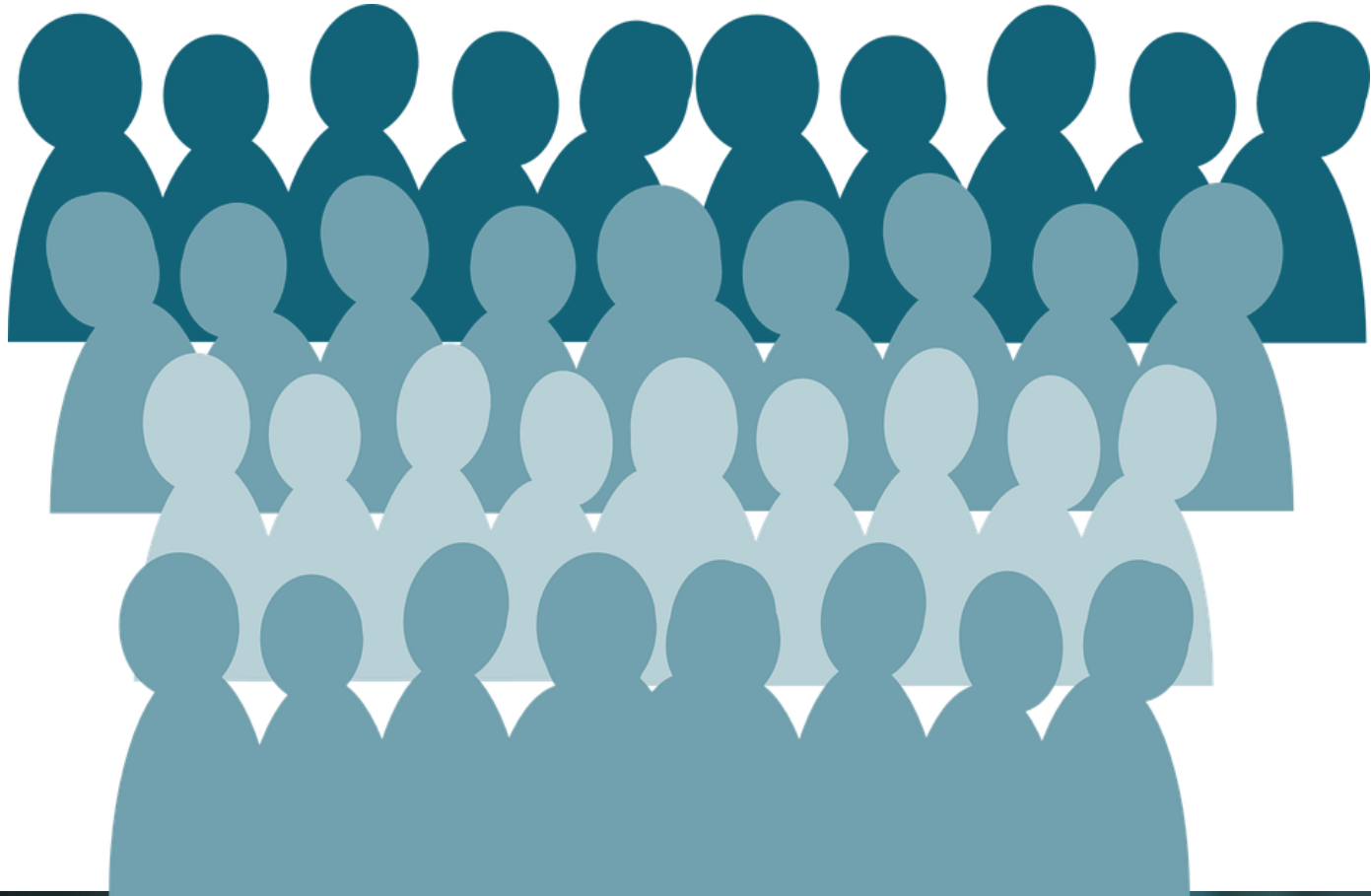
Priority requirements data items

Who is a client?

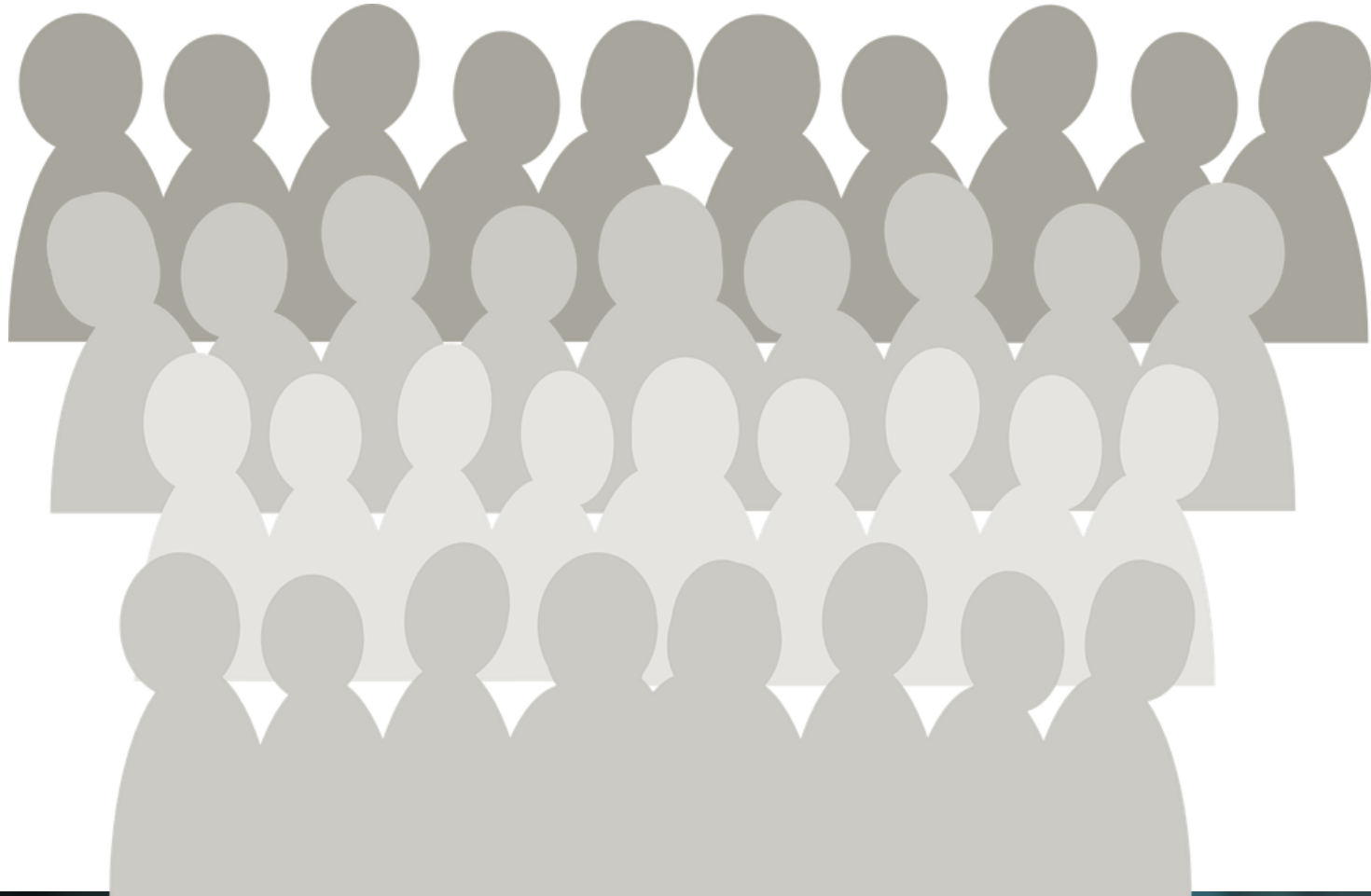
In the Data Exchange, a client is defined as an individual who receives a service as part of a funded activity that is expected to lead to a measurable outcome.



What if we cannot collect client details?

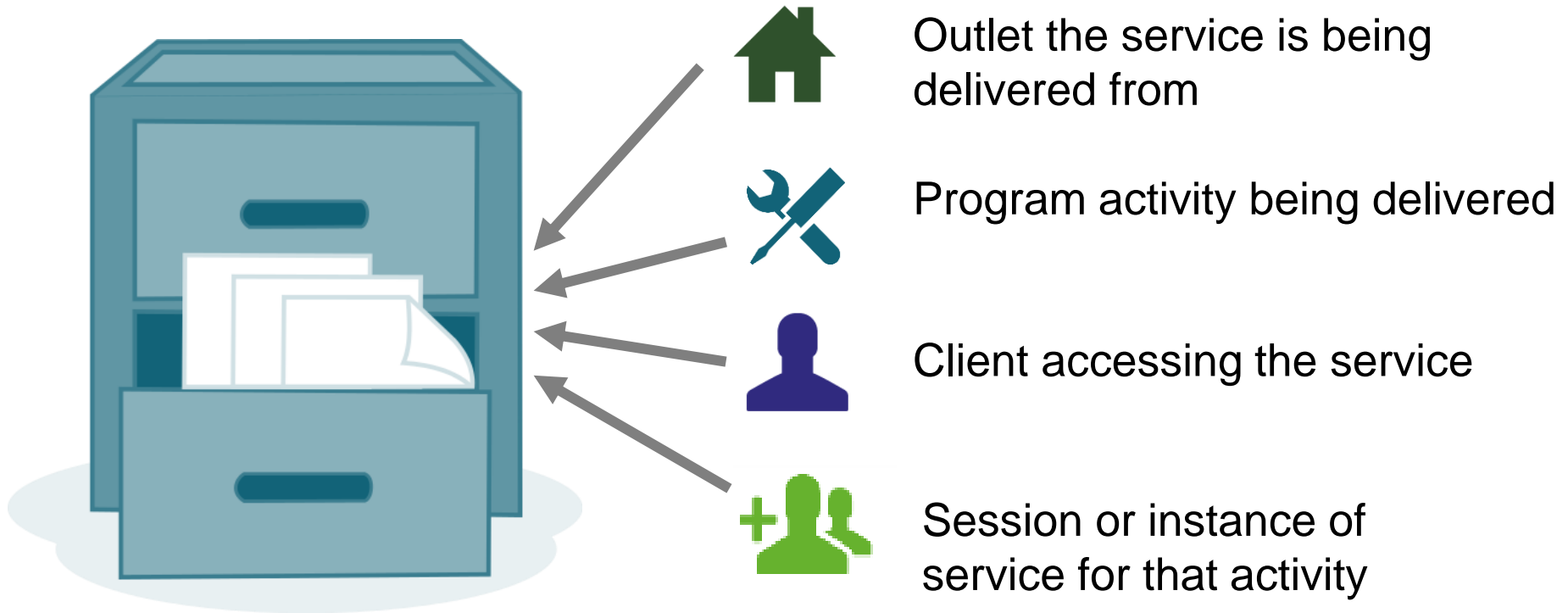


Unidentified 'group' clients



What is a case?

A case is like a container that holds relevant and required information.
For the Data Exchange a case holds:



What is a session?

- A session is an individual instance or episode of service, stored within a case. A case can include more than one session.
- A session must be recorded within the relevant reporting period for it to display in reports.
- A session can only have one service type reported against it.
- Service types differ from program to program.

A session includes:



Date session occurred

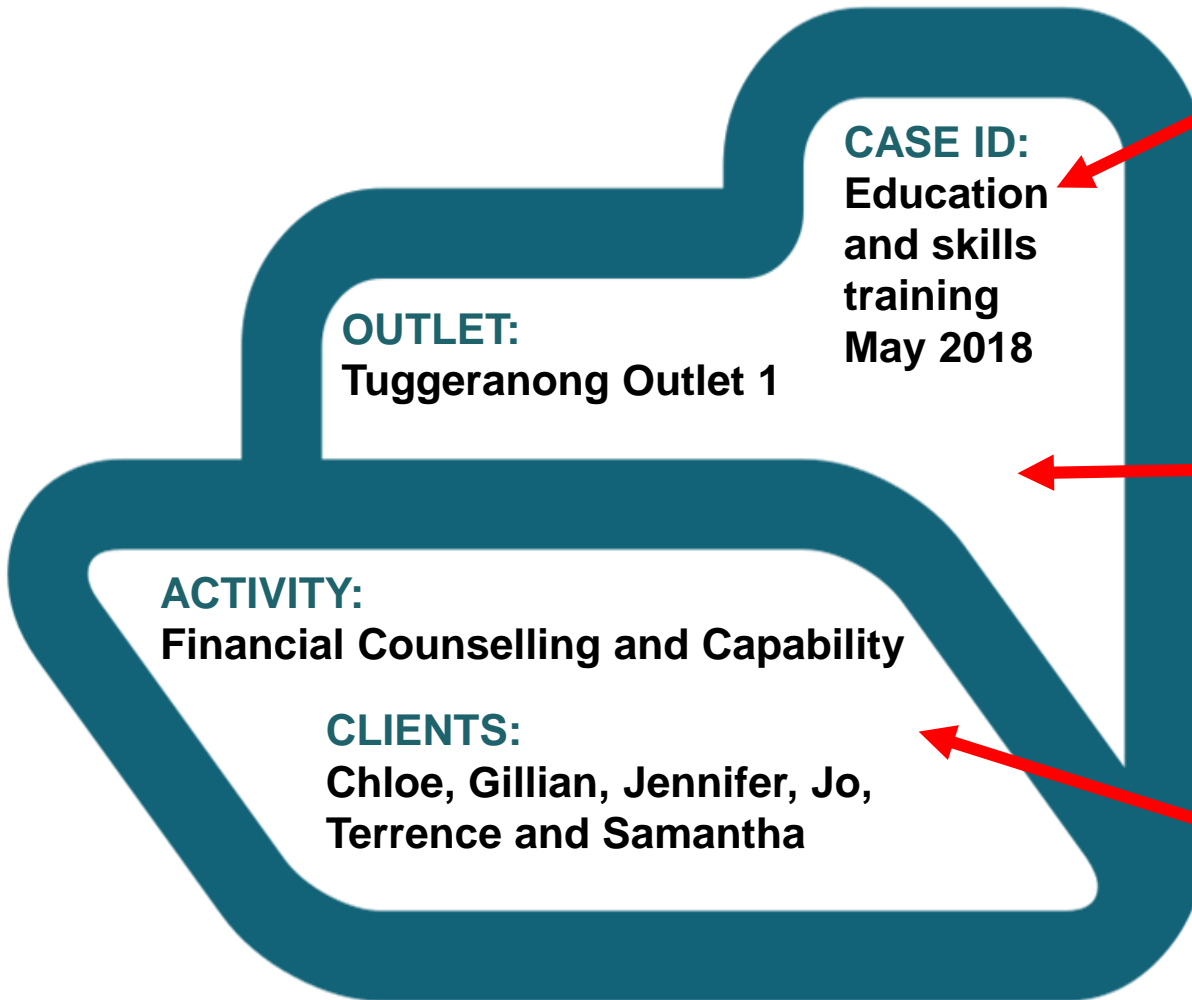


Clients that attended



Service types

How it all fits together



Session 1

Date : 01/05/2018

Service Type:
Intake and assessment

Clients:
Chloe, Gillian, Jennifer, Jo
Terrance and Samantha

Session 2

Date : 08/05/2018

Service Type:
Education and Skills training

Clients:
Chloe, Gillian, Jennifer

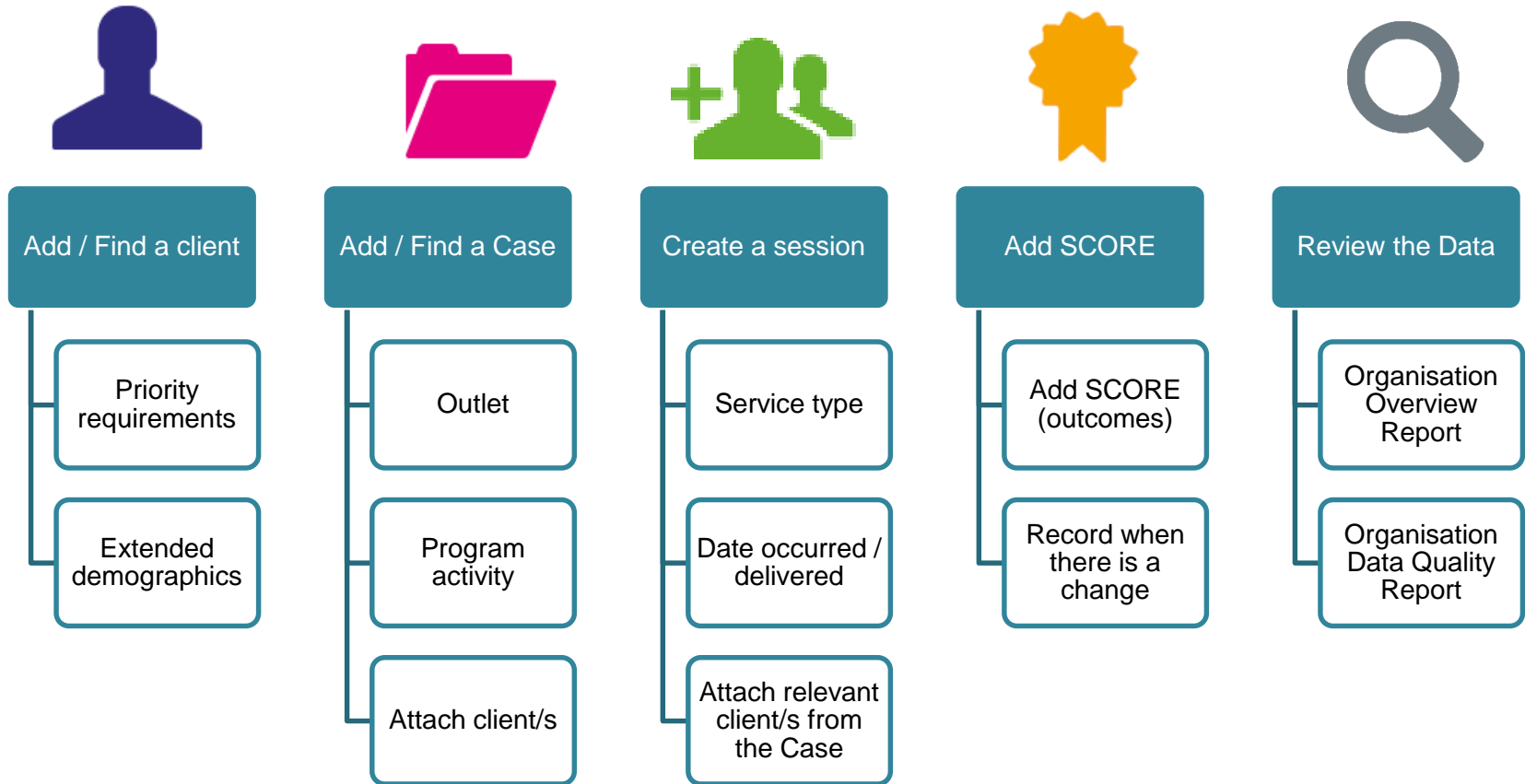
Session 3

Date : 15/05/2018

Service Type:
Education and Skills
training

Clients:
Chloe

Process map to input data through the Portal





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Partnership approach data items

Partnership approach data items

Extended Client demographic detail

- Homeless indicator
- Household composition
- Highest level of education / qualification
- Employment status
- Main source of Income
- Approximate gross income
- Income frequency
- Month / Year of first arrival in Australia
- Visa Type and Ancestry
- Is client a carer
- NDIS eligibility

Client needs and referral reasons

- Primary / Secondary reasons for seeking assistance
- Referral Type (Internal or External)
- Referral Purposes
- Service setting
- Attendance profile

SCORE

Standard Client/Community Outcomes Reporting

- Circumstances
- Goals
- Satisfaction
- Community

Assessed by:

SCORE directly:

- Client / practitioner / joint / support person

Validated outcomes tool:

- Client / practitioner / joint / support person

SCORE domains summary

CIRCUMSTANCES	GOALS	SATISFACTION	COMMUNITY
<ul style="list-style-type: none">▪ Age-appropriate development▪ Community participation & networks▪ Education & skills training▪ Employment▪ Family functioning▪ Financial resilience▪ Housing▪ Material wellbeing & basic necessities▪ Mental health, wellbeing & self-care▪ Personal & family safety▪ Physical health	<ul style="list-style-type: none">▪ Changed behaviours▪ Changed impact of immediate crisis▪ Changed knowledge & access to information▪ Changed skills▪ Empowerment, choice and control to make own decisions▪ Engagement with relevant support services	<ul style="list-style-type: none">▪ I am better able to deal with issues that I sought help with▪ I am satisfied with the services I have received▪ The service listened to me and understood my issues	<ul style="list-style-type: none">▪ Community infrastructure and networks▪ Group / community knowledge, skills, attitudes and behaviours▪ Organisational knowledge, skills & practices▪ Social cohesion

How does SCORE work?

Tool:

- Evaluation tool
- Directly into SCORE

Assessed by:

- Client
- Practitioner
- Joint
- Support person

Initial SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Family functioning



Subsequent SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Family functioning

The difference over time is the outcome achieved

outcome achieved



SCORE timing examples

Initial Subsequent



1 session

Initial

Subsequent



6 week program

Initial

Subsequent

Subsequent

Subsequent



1 year program

Client Circumstance SCORE

SCORE circumstance domain	1: Very poor	2: Poor	3: Moderate	4: Good	5: Very good
<p>Community participation & networks</p> <p>Consider the extent to which you generally: have contact with friends, family or other people; feel isolated or connected; and the amount of support you receive from others</p>	I feel very isolated. I have very little contact with friends, family or people in the community and very little support.	I feel fairly isolated. I have little contact with friends, family, or people in the community and have little support.	I feel somewhat connected. I have some contact with friends, family, or people in the community and I have some support.	I feel fairly connected. I have a reasonable amount of contact with friends, family, or people in the community and pretty good support.	I feel very connected. I have a lot of contact with friends or family, or people in the community and I have great support.
<p>Family functioning</p> <p>Consider how well you generally get along and communicate with your partner or children, manage your children, and resolve conflict</p>	I have a lot of difficulty and conflict with my family and this has a profound negative impact on my daily life.	I have some difficulty and conflict with my family and this has a negative impact on my daily life.	Sometimes I do not get along with or communicate well with my family and this occasionally impacts negatively on my daily life.	I get along with and communicate adequately well with my family and this rarely impacts negatively on my daily life.	I get along and communicate very well with my family and this has positive impacts on my daily life.

Client Goal SCORE

SCORE goal domain	1:	2:	3:	4:	5:
	No progress in achieving goals				Goals fully achieved
Changed knowledge and access to information	No progress in increasing awareness and knowledge in areas relevant to clients' needs and circumstance	Limited progress to date in achieving knowledge goals—but emerging engagement	Limited progress to date in achieving knowledge goals—but strong engagement	Moderate progress to date in achieving knowledge goals	Full achievement of goals related to increasing awareness and knowledge in areas relevant to client's needs and circumstance
Changed skills	No progress in increasing skills in areas relevant to clients' needs and circumstance	Limited progress to date in achieving skills goals—but emerging engagement	Limited progress to date in achieving skills goals—but strong engagement	Moderate progress to date in achieving skills goals	Full achievement of goals related to increasing skills in areas relevant to client's needs and circumstance

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NOTIFICATIONS LATEST UPDATES TOP 5 HELPFUL RESOURCES

Assistance:

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- [Subscribe](#) to keep up to date on alerts, upcoming [training](#) and important updates
- Data Exchange Helpdesk: 1800 020 283 or dssdataexchange.helpdesk@dss.gov.au