



## System re-opening request form

### Task card

#### For organisations

**Step 1.** On the Data Exchange home page, select the **IT access and portal support** drop-down arrow.

The screenshot shows the Data Exchange home page. At the top left is the Australian Government logo and the text 'Australian Government'. Below this is the 'Data Exchange' title and the tagline 'Helping organisations achieve a stronger community outcome'. A search bar is on the right. A dark blue navigation bar contains links for 'Home', 'Get started', 'Data Exchange policy', 'Training Resources', 'Notifications and updates', 'IT access and portal support' (highlighted with a red box and an upward arrow), and 'Portal login'. Below the navigation bar is a 'How can we help you?' section with three columns: 'Training Resources', 'Technical Support', and 'Data Exchange helpdesk'. The 'Technical Support' column lists 'System Reopen Request Form' as one of the resources. At the bottom, there are three tabs: 'Asked Questions', 'delivery', and 'Request Form'.

**Step 2.** Select the **System Reopen Request Form** option.

This screenshot is similar to the first one, but the 'System Reopen Request Form' link in the 'Technical Support' column is highlighted with a red box. The rest of the page layout, including the navigation bar and other sections, remains the same.

**Step 3.** A new window will appear.

1. Select **Complete Form** for new requests.
2. Select **Open Saved Form** to open a saved form.

The screenshot shows the 'Business' section of the Australian Government website. The main heading is 'Form: Request to Reopen the Data Exchange Maestro'. Under the 'Description' section, there are two options: 'Request to reopen the Data Exchange' with a 'Complete Form' button (labeled '1') and 'Open a previously saved form' with an 'Open Saved Form' button (labeled '2'). To the right, a 'Service Provided By' box identifies the 'Data Exchange' service, provided by the 'Department of Social Services (FOFMS PROD)', with website 'dex.dss.gov.au' and email 'dssdataexchange.helpdesk@dss.gov.au'.

If you choose to open a saved form, you will be asked to enter your **Submission Reference** and **Access Code**.

The screenshot shows the 'Open Your Saved Form' interface. It features a red header with the title and a note that 'Fields marked with \* are required'. Below the header, a message states 'To resume your form please complete the following details.' The 'Submission Reference' section contains a text input field with a blue border and a red asterisk. Below this is the 'Enter in the provided Access Code below' section with another text input field. A red 'Confirm >' button is located at the bottom right.

The interface for completing a new or existing form is the same. Refer to **Steps 4-7**.

#### Step 4. Completing the form.

Please Note:

- The reasons that are **not** considered “exceptional circumstances”.
- Delivery and community partners will need to complete their own extension requests.



Australian Government  
Department of Social Services

# Data Exchange

## Request to Reopen the Data Exchange

Submission Reference: CYH5P6N

**Application Information**

Save and Close

Open Saved Form

Need Help

This form is to be completed by the authorised representative of your organisation, such as the Chief Executive Officer.

In accordance with the Data Exchange Protocols, all data reflecting service delivery must be submitted successfully to the Data Exchange by midnight 30 July (for the reporting period 1 Jan to 30 Jun) and by midnight 30 January (for the reporting period 1 Jul to 31 Dec). All times are AEST/AEDT.

Re-opening the system has serious consequences on data integrity, and impact on government agencies being able to provide consistent and timely briefs and reports.

Requests to re-open the Data Exchange will be considered on a case by case basis and granted under exceptional circumstances only. Exceptional circumstances are considered to be a crisis or event outside your organisations control. System re-openings will be time limited and apply for a short period only.

Please note that the following reasons will not be considered exceptional circumstances:

- inability to obtain a Digital identity
- staff unavailable to provide the data
- not being aware of the reporting requirements
- delay caused by a third party vendor.

Note: If delivery or community partners require an extension, they will need to submit a request to re-open the system for their organisation.

Fields marked with \* are required

#### Step 5. Complete all fields marked with a red asterisk throughout the form.

You can find the **Organisation Legal Name** and **Organisation ID** in the Manage organisation page, under **Source Organisation name** and **Source Organisation ID**. You can access that page through the MyDEX Dashboard.

### Organisation information

This section should be completed by the organisation. Please copy this from your Grant Agreement.

Organisation ID \*

Organisation Legal Name \*

Contact person/requesting officer \*      Contact Phone number \*

Contact email address \*

## Step 6. Answer the questions –

- For the first question, select **No** if this is the first reporting period in the Data Exchange for the program requiring the extension.
- Selecting **Yes** will ask if you have requested an extension for a previous period.

You can now select the program activities you are seeking the extension for by scrolling through the list on the left column. By ticking the box on the left of the activity name, the activity will display in the List of chosen activities box.

If you have made a mistake, untick the box of the incorrect selection. You cannot exceed more than 15 activities.

Has your organisation used the Data Exchange for previous reporting periods? \*

Yes       No

Has your organisation already requested an extension for this reporting period? \*

Yes       No

**Note:** Only the program activities that are in the Data Exchange will be considered.

Has your organisation requested an extension for a previous reporting period? \*

Yes       No

**Available program activities**  
(choose the value/s and then select Add):  
(If your program activity is not in the list, select the "Not in the list" option)

**List of chosen program activities (Max 15 per form)**

<input type="checkbox"/> Accredited Training for Sexual Violence Responses	<input checked="" type="checkbox"/> Be Connected
<input type="checkbox"/> Assistance with Care and Housing	<input checked="" type="checkbox"/> Building Employer Confidence in Inclusion and Disability
<input checked="" type="checkbox"/> Be Connected	
<input type="checkbox"/> Beyond Barbed Wire	
<input type="checkbox"/> Budget Based Funded Program	
<input checked="" type="checkbox"/> Building Employer Confidence in Inclusion and Disability	
<input type="checkbox"/> Care Relationships and Carer Support	
<input type="checkbox"/> Cashless Debit Card Support Services	
<input type="checkbox"/> Cashless Debit Card Support Services – Job Support Hubs	

**Step 7. Submitting your data:** Click the drop-down arrow to select your method for submitting data.

**Background Information**

Do you, or another user in your organisation, have a Digital Identity that has been linked to your business in RAM? \*

Yes  No

How are you submitting data? \*

Web-based portal (manual entry) ▼

What percentage of your total data still needs inputting? \*

%

How many sessions still need inputting? \*

If you select **System to system** or **Bulk XML** additional Yes / No questions will appear for you to answer.

**Background Information**

Do you, or another user in your organisation, have a Digital Identity that has been linked to your business in RAM? \*

Yes  No

How are you submitting data? \*

System-to-system ▼

What percentage of your total data still needs inputting? \*

%

How many sessions still need inputting? \*

Has your organisation successfully submitted data for this reporting period? \*

Yes  No

Have you tested your upload in the staging environment? \*

Yes  No

### Adding a reason for the request

- Click the drop-down to select a reason from the list provided. Below is a text box to provide further details.
- Attach supporting documentation if you wish to do so. Attachments must not include identifiable client information. Select the Click to Upload button
- Please ensure the Funding Arrangement Manager email address ends with @dss.gov.au

## Reason for request

This section should be completed by the organisation.

Reason for request \*

Please provide the following:

1. Your reasons for this request, specifying how they demonstrate "exceptional circumstances" (refer to the [Data Exchange Protocols](#) "Administrative Matters"), and
2. A summary of contact with the Data Exchange Helpdesk to resolve any technical matters. \*

*(Limit: approx 300 words, 2,000 characters)*

*0 characters of 2,000 used*

Please attach supporting documentation here if you wish to do so.

A maximum of three attachments are allowed.

**Note:** Attachments must not include identifiable client information.

**Accepted file types** – \*.bmp, \*.doc, \*.docx, \*.jpeg, \*.jpg, \*.gif, \*.msg, \*.pdf, \*.png, \*.pps, \*.ppt, \*.pptx, \*.txt, \*.xls, \*.xlsb, \*.xlsx, \*.zip

Upload File

By selecting the Email Funding Arrangement Manager button, you confirm that the information contained is true and correct.

Funding Arrangement Manager email address \*

Date \*

05 May 2023



Email Funding Arrangement Manager

The Helpdesk is available to provide system support to users of the Data Exchange.

You can contact the Data Exchange Helpdesk by email at [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) or on 1800 020 283.