**The Data Exchange Protocols**

**Part 1**

**What is the Data Exchange?** **An Easy Read guide**

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| A group of people. There is a woman at the front of the group, she is holding a card that says "we". | The Australian Government Department of Social Services (DSS) wrote this guide. When you see the word ‘we’, it means DSS. |
| Easy read logo | We have written this guide in an easy to read way.  We use pictures to explain some ideas. |
| Normal, Bold | We have written some words in **bold**. This means the letters are:   * thicker * darker. |
| Word list icon | We explain what these words mean.  There is a list of all these words on page 18. |
| Summary icon | This Easy Read guide is a summary of another document.  This means it only includes the most important ideas. |
| Two women look at a laptop together | You can find the other document on our website at [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |

**How to use this guide**

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| A woman is helping a man read a document. | You can ask for help to read this guide.  A friend, family member or support person may be able to help you. |
| The covers of four parts of the guide. | This guide has 4 parts:   * Part 1 – What is the Data Exchange? * Part 2 – Using the Data Exchange * Part 3 – The Partnership Approach * Part 4 – Recording client outcomes in the Data Exchange. |
| A man holds a clipboard with part 1 of the guide on it. | This is Part 1 – What is the Data Exchange? |
| Woman explaining document to man | You might like to read 1 part at a time. |
| Woman looking at computer | You also might like to read parts of this guide while you look at the Data Exchange online. |
|  | If you have any questions, you can contact us. Our contact details are on page 16. |

**What’s in this guide?**

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# What is the Data Exchange?

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| A computer system with gears on the screen. | The Data Exchange is a computer system. |
| Two computer sharing information. | We use it to share data and information. |
| The Australian government department of social services logo. | It is managed by the Australian Government Department of Social Services (DSS). |
| A government and an organisation icon. | It is used by:   * government departments and agencies * community organisations. |
| A montage of two images. The first is a grant icon. The second is a man holding a card that says outcome. | They use it to share information about:   * grants * client outcomes. |

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| Woman giving a grant to another woman. There is a funding agency icon. | A grant is a payment from the government or a funding agency for important work that can help others. |
| A mind map of circles connected to a large circle that says community grants hub.Ž There is also a computer system in one of the circles. | The Data Exchange is part of the Community Grants Hub. |
| A woman pointing at herself with her other hand raised. There is a hub and a government icon above her. | The Community Grants Hub is an online system run by the government.  Organisations go onto the Hub to apply for grants. |
| A man pointing to a computer system. | If an organisation receives a grant to help people and communities, we ask them to use the Data Exchange. |

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|  | They use the Data Exchange to: |
| A box of client records | * store information about the clients who use their supports and services |
| Two men looking at a folder | * show the government or funding agencies how clients use their supports and services. |
| A woman with her thumbs up. There is also a computer system icon next to her. | The Data Exchange is:   * an online system * simple * easy to use. |

# What is the Data Exchange Framework?

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|  | The Data Exchange Framework is a document that explains: |
| A woman with a thumbs up holding a clipboard that says goals. | * the goals of the Data Exchange |
| A man thinking about a computer system. | * how the Data Exchange works |
| A woman pointing at a clipboard with an information icon. There is a computer system icon above her. | * what information can be in the Data Exchange. |
| Two women look at a laptop together | You can find the Data Exchange Framework on the Data Exchange website.  **[dex.dss.gov.au/](https://dex.dss.gov.au/)** |

# The Data Exchange Protocols

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| Cover of the Data Exchange Protocol document. | We have written a document for people who use the Data Exchange called *The Data Exchange Protocols*.  In this guide we call them the Protocols. |
|  | The Protocols explain: |
| A man pointing at a clipboard with words on it | * words we use in the Data Exchange |
| An information icon. | * what information we put into the Data Exchange |
| And information icon with a safety shield and a lock. | * how we keep all the information in the Data Exchange:   + safe   + private |
| A man thinking about a computer system. | * how to use the Data Exchange |
| A man typing on a laptop. There is a computer system icon above him. | * how the Data Exchange can work side- by-side with systems that organisations already use. |

# Words we use in the Data Exchange

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| A man pointing at a clipboard with words on it | There are certain words we use in the Data Exchange. |
| A woman with her hand raised pointing at "words". | Your organisation might use different words. |
| A man holding a clipboard that says our wordsŽ. There is also an exclamation mark. | It’s important to use our words when you use the Data Exchange. |
| A man explaining a document to a woman. | We talk about these words on the following pages. |
| Word list icon | You’ll also find a list of all these words on page 18. |

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| A man with his hand raised with one finger up. | | When we say **client**, we are talking about 1 person. |
| A man in a meeting with a woman. There is a service icon above them. | | A client is a person who uses a **service**. |
| A woman explaining a document to a man. | | We call it a service when a client gets support from an organisation. |
| A montage of 2 images: fix problem icon and a woman pointing towards a goal. | | A client uses a service so they can:   * solve a problem * reach a goal. |
| A man holding a card that says goal. Above him is the circle that says measurable outcome. | | In the Data Exchange, we measure if a client reaches their goals.  We call this a **measurable outcome**. |
| A box of client records | **Client level data** is the information organisations collect about each client. | |
| A woman holds a clipboard with part 2 of the guide on it. | We talk about client level data in more detail in Part 2 – Using the Data Exchange. | |
| Two men in a meeting there is a clock icon above them. | Each time a client uses a service, we call it a **session**. | |
| A group of people standing in a park. | When 3 or more clients take part in a session together, we call it a group session. | |
| Two men talking to each other. | A client might bring a support person to a session, such as a family member or carer. | |

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| A man pointing at a client. | The support person doesn’t take part in the session. They are just there to give the client support. |
| A man pointing at himself with his other hand raised. There is a service and a folder icon above him. | When a client takes part in 1 or more sessions of the same service, we call it a **case**. |
| A group of people in a meeting. There is a service and a folder icon above them. | We also call it a case when a group of clients take part in 1 or more sessions of the same service. |
| An outlet building icon. | An **outlet** is the place where organisations deliver services to clients. |
| A woman holding a report. | We can make reports from the information collected in the Data Exchange. |

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| A report with a person and information icon with a cross on it. | Reports do not include any personal information about clients. |
| A montage of three images. A man in a meeting with a woman and a service icon. A man holding a card that says goals. A woman pointing at a goal. There is also question mark and a wavy arrow pointing at the goal. | Reports are usually about:   * the services clients have used * measurable outcomes * if clients have reached their goals by using the services. |
| A woman pointing at a report. | The paperwork about your grant will explain:   * what you need to tell us * when you need to tell us.   This is called reporting. |
| A report icon and a calendar icon | We make reports about a **reporting period**. |
| A man pointing at a calendar icon. | This is the period of time that we are looking at. |

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|  | There are 2 reporting periods each year: |
| A calendar icon that says 1 January … 30 June. | * 1 January – 30 June |
| A calendar icon that says 1 July … 31 December. | * 1 July – 31 December. |
| A calendar icon that says six months on it. | Both reporting periods last for 6 months. |
| A woman holds a clipboard with part 4 of the guide on it. | We talk about reporting in Part 4 – Recording client outcomes in the Data Exchange. |

# Getting help to use the Data Exchange

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| Two women look at a laptop together | You can find training materials for the Data Exchange on our website.  **[dex.dss.gov.au/](https://dex.dss.gov.au/)** |
| A woman uses a computer | The training is self-guided – you do it on your own. |
| Task card icons | We have task cards. |
| A task card icon with tasks | The task cards take you through things you need to do in the web-portal step by step. |
| A man uses a computer. There are book icons and a lightbulb icon. | We also have e-Learning modules. |
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| A video icon | e-Learning modules are training videos you can watch. |
| A woman stands behind a help desk. She holds a clipboard with a Data Exchange icon on it. | The Data Exchange Helpdesk can give you technical support. |
|  | You can contact the Data Exchange Helpdesk by: |
| Email icon | * email   [**dssdataexchange.helpdesk@dss.gov.au**](mailto:dssdataexchange.helpdesk@dss.gov.au) |
| Phone icon | * by phone   **1800 020 283.** |

# Word list

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| A man pointing at himself with his other hand raised. There is a service and a folder icon above him. | **Case**  When a client takes part in 1 or more sessions of the same service, we call it a case.  We also call it a case when a group of clients use the same service. | |
| A man with his hand raised with one finger up. | **Client**  A client is a person who uses a service.  They use the service so they can reach a goal. | |
| A box of client records | **Client level data**  Client level data is the information organisations collect about each client. | |
| Icon of a computer screen with client records. | **Client records system**  A client records system is a system an organisation uses to collect and store personal information about their clients.  They might use software.  Their system might be online. | |
| A man gives two thumbs up | **Consent**  If someone gives you their consent, they say it is ok for you to do something. | |
| A truck icon with a plus sign | | **Delivery partners**  Delivery partners are other organisations you work with to provide supports and services to your clients. |
| Domains icon - connected shapes, some have flags on them. | | **Domains**  Domains are important areas that are all related to the main topic. |
| Woman giving a grant to another woman. There is a funding agency icon. | | **Grant**  A grant is a payment from the government or a funding agency for important work that can help others. |
| A woman is helping a man and a woman who speak a different language. | | **Interpreter**  An interpreter is someone who:   * speaks the language you speak * can help you understand what someone says when they speak a different language. |
| A man holding a card that says goal. Above him is the circle that says measurable outcome. | | **Measurable outcome**  In the Data Exchange, we measure if a client reaches their goals.  We call this a measurable outcome. |

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| An outlet building icon. | **Outlet**  An outlet is the place where organisations deliver services to clients. |
| Woman pointing at exclamation mark and a checkbox with a tick in it. | **Priority requirements**  There is some data you must:   * collect * record in the Data Exchange. |
| Man pointing out a program. | **Program activities**  Program activities are all the services:   * your organisation offers * clients can choose from. |
| A report icon and a calendar icon | **Reporting period**  We make reports about a reporting period. There are 2 reporting periods each year:   * 1 January – 30 June * 1 July – 31 December.   Both reporting periods last for 6 months. |

| A man in a meeting with a woman. There is a service icon above them. | **Service**  We call it a service when a client gets support from an organisation. |
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| Two men in a meeting there is a clock icon above them. | **Session**  Each time a client uses a service, we call it a session. |
| Man with his hand raised asking to become a data exchange user. | **User Access Request**  A User Access Request is how you ask us if you can become a Data Exchange user. |
| Information icon from the Information Access Group logo | The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [**www.informationaccessgroup.com**](http://www.informationaccessgroup.com/). Quote job number 3490. |