



Settlement Engagement and Transition Support (SETS) Program

Questions and Answers

Clients, Cases and Sessions Questions

Taskcards for adding and editing clients, cases and sessions are available on the [Data Exchange](#) website.

Q. How can we change the client's details?

A. Client details can be changed by going to the client record in the Data Exchange and selecting the 'Edit client details' option. The ['Find and edit a client'](#) task card can further assist with this.

Q. What happens if I submitted the information and the year of birth is not right? Could I go back to the client's file and change it?

A. You can change any client details by finding the client and clicking the 'Edit client details' button at the top of the page. The ['Find and edit a client'](#) task card can further assist with this.

Q. Can I delete a client from the Data Exchange if I have put them incorrectly?

A. You can only delete a client if the 'Delete Client Button' is available. This button will only be available if the client is not associated with a case or have a session of service recorded at any time in the past.

Q. How/when can we add a support person to a session?

A. A support person can be added to a session when the session is created or at a later date. If you need to add a support person at a later date, search for the session and select the 'edit session details' button at the top of the screen. The ['Add a session'](#) task card can further assist with this.

Q. Can you have multiple cases for a client with a different session within those cases?

A. Yes, clients can be added to multiple cases to reflect different services they are receiving from your organisation.

Q. Why does "Name Hidden" appear instead of the client name?

A. "Name Hidden" means that the client has not consented to their personal information being stored on the Data Exchange. DSS will not store the client's name or pseudonym, and/or street-level address on the Data Exchange unless this consent is obtained. Please refer to section 4.2.3 of the [Data Exchange Protocols](#) for further information.



Q. If a client has multiple problems, should I set up multiple cases for the client?

A. If the client is attending your service to receive one type of assistance for multiple problems, you would establish only the one case for the client.

Q. When I have a community event, some of the attendees are not my clients, do they go to the unidentified clients?

A. Yes, you can count people who have not been entered into the Data Exchange for your organisation as unidentified clients.

Q. What can I use for the Client, Session or Case ID?

A. Client, Case and Session ID must not contain any personal information. The client ID is made up of a series of alpha numeric text, either input by the organisation or created by the Data Exchange web-based portal. Both Case ID and Session ID follow the same business rules as Client ID.

Please refer to section 4.7.2 of the [Data Exchange Protocols](#) for further information on Client ID.

Outcomes

For detailed information about recording client and community SCORE, refer to Section 7 of the [Data Exchange Protocols](#).

Q. What if the list of circumstance does not have what you are looking for?

A. The type of outcome domain that is relevant to each client depends on the context of the funded activity being delivered. Refer to section 7.2.1 of the Data Exchange Protocols for further information on circumstance SCOREs.

Q. Can you add Community SCOREs for classes?

A. Yes, you can add a Community SCORE for any group of clients once the session of service has been recorded. The '[Community Outcomes \(SCORE\) fact sheet](#)' provides further information.

Q. We were recently advised by our grant manager that we are not supposed to use Community SCORE's for SETS Client Services group programs. Can you please confirm?

A. This advice is correct. Community SCORE's are only applicable for SETS – Community Capacity Building, not SETS – Client Services.

This reflects the nature of the service delivery and intent of the two components of the program. The objective of the SETS – Client Services is to equip clients with the knowledge and skills to



identify, understand and take action to address their settlement needs, as such the SCORE data or outcomes is consistent with the circumstances and goals of the individual.

The objective of the SETS – Community Capacity Building is to build the capacity or capability of new and emerging community groups and organisations to support their specific communities, hence the Community SCORE is applicable for assessing the outcomes of some services related to this objective.

See the [Program Specific Guidance for Commonwealth Agencies in the Data Exchange](#) for further information.

Q. If a participant (client) only comes and sees the organisation once in the reporting period. This would mean that you would not be able to score them?

A. No, an outcome SCORE can be recorded at any session of service provided to the client. This will help build a picture of the outcomes for the client over different reporting periods. The reports are able to display the outcomes recorded for clients over all reporting periods.

Reports

For help navigating and filtering the reports refer to the [Training task cards](#) section of the Data Exchange website.

Q. Can a report show assessment when the previous SCORE was in a prior session?

A. Yes. The 'Number of clients assessed' data in the Client Outcomes Report shows the total number of people who have had one SCORE recorded in the current reporting period and a SCORE recorded at any time prior regardless of when the previous SCORE was recorded.

Q. How is the requirement of having outcomes data for 50-60% of client's assessed measured?

A. It is expected that, where practical, you collect outcomes data for 50 – 60 per cent of all participants. This is determined by the number of clients who have had one SCORE recorded against any domain in the reporting period. The client does not have to have two outcomes recorded in the reporting period to be counted in the 50 – 60 per cent figure.

Q. If my organisation uploads our data from third party software, can I still access the reports?

A. Yes, you can only access the reports through the Data Exchange portal. You will need to have a myGovID set up and have access provided by your Organisation Administrator in the Data Exchange portal to be able to see the reports. The [Quick start guide](#) provides assistance on how to gain access to myGovID and the reports.

Q. Why can there be different figures between Individual client numbers and cases?



A. A case can have numerous clients attached to it or a client can be added to a number of cases. This will impact the numbers shown in the reports.

Q. Is there any way to find out which session has not been scored?

A. The Client Outcomes report – SCORE details sheet provides details of the number of domains recorded for clients. To see all SCORE's for an individual client, you need to select the relevant client ID.

Q. How do I know how many identified and unidentified clients were input during the reported period?

A. The number of unidentified clients is reported in the reports as Group Clients. All reports will show the number of group clients if they have been recorded in the Data Exchange.

Q. Can you extract all clients and their SCORE's into a spreadsheet so you can see what percentage of clients have been scored and which clients may need their second score in the 6 month reporting period?

A. The Client Outcomes report – SCORE details sheet provides details of the number of domains recorded for clients. To see all scores for an individual client, select a client ID.

Q. Do we have the same capability to extract aggregate reports on our data as the DSS/DEX team?

A. Organisations can only see information for their organisation or delivery partners if the [Handshake arrangement](#) has been established. The department can filter the data to look at the program activity aggregated data. Departmental staff are not able to see specific client information such as name, date of birth and will see a dummy client ID only.

Q. Do reports break down information to case level or only session level?

A. The reports can display the number of cases, clients and sessions delivered by your organisation. How the information is displayed will depend on the report and filters selected.

Q. It appears that there is a 10% cap of clients who only provide year of birth. Where do I find this information?

A. Information on the clients with an estimated date of birth recorded is available in the Organisation Data Quality report.