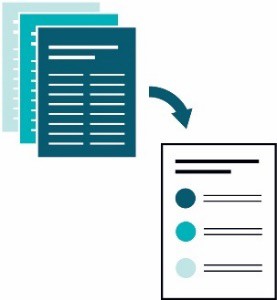
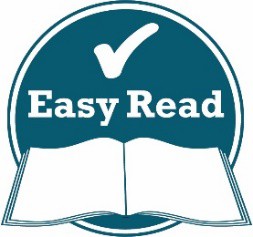


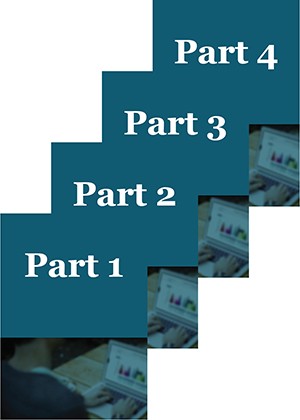
**The Data Exchange Protocols**

**Part 1**

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

**How to use this guide**

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| The Australian Government Department of Social Services (DSS) wrote this guide. When you see the word ‘we’, it means DSS. |
| We have written this guide in an easy to read way.  We use pictures to explain some ideas. |
| We have written some words in **bold**. This means the letters are:   * thicker * darker. |
| We explain what these words mean.  There is a list of all these words on page 18. |
| This Easy Read guide is a summary of another document.  This means it only includes the most important ideas. |
| You can find the other document on our website at [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |



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| You can ask for help to read this guide.  A friend, family member or support person may be able to help you. |
| 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. |
| This is Part 1 – What is the Data Exchange? |
| You might like to read 1 part at a time. |
| 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?**

[What is the Data Exchange? 5](#_bookmark0)

[What is the Data Exchange Framework? 8](#_bookmark1)

[The Data Exchange Protocols 9](#_bookmark2)

[Words we use in the Data Exchange 10](#_bookmark3)

[Getting help to use the Data Exchange 16](#_bookmark4)

[Word list 18](#_bookmark5)

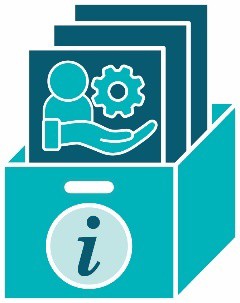
# A computer system with gears on the screen. Two computer sharing information. The Australian government department of social services logo. A government and an organisation icon. A montage of two images. The first is a grant icon. The second is a man holding a card that says outcome. What is the Data Exchange?

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| The Data Exchange is a computer system. |
| We use it to share data and information. |
| It is managed by the Australian Government Department of Social Services (DSS). |
| It is used by:   * government departments and agencies * community organisations. |
| They use it to share information about:   * **grants** * client outcomes. |

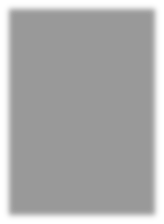


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| A grant is a payment from the government or a funding agency for important work that can help others. |
| The Data Exchange is part of the Community Grants Hub. |
| The Community Grants Hub is an online system run by the government.  Organisations go onto the Hub to apply for grants. |
| 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: |
| * store information about the clients who use their supports and services |
| * show the government or funding agencies how clients use their supports and services. |
| The Data Exchange is:   * an online system * simple * easy to use. |

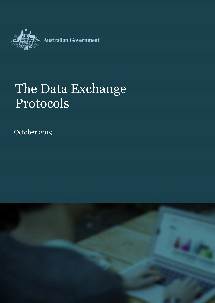
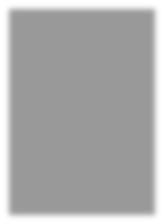


# A woman with a thumbs up holding a clipboard that says goals. A man thinking about a computer system. A woman pointing at a clipboard with an information icon. There is a computer system icon above her. Two women look at a laptop together What is the Data Exchange Framework?



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| The Data Exchange Framework is a document that explains: |
| * the goals of the Data Exchange |
| * how the Data Exchange works |
| * what information can be collected in the Data Exchange. |
| You can find the Data Exchange Framework on the Data Exchange website.  [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |

# A man pointing at a clipboard with words on it An information icon. And information icon with a safety shield and a lock. A man thinking about a computer system. A man typing on a laptop. There is a computer system icon above him. The Data Exchange Protocols



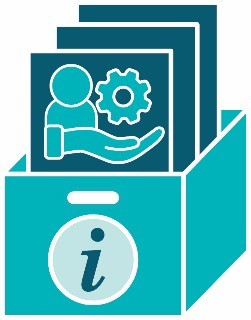
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| We have written a document for people who use the Data Exchange called *The Data Exchange Protocols*.  In this guide we call them the Protocols. |
| The Protocols explain: |
| * words we use in the Data Exchange |
| * what information we put into the Data Exchange |
| * how we keep all the information in the Data Exchange:   + safe   + private |
| * how to use the Data Exchange |
| * how the Data Exchange can work side- by-side with systems that organisations already use. |

# A man pointing at a clipboard with words on it A woman with her hand raised pointing at "words". A man holding a clipboard that says our wordsŽ. There is also an exclamation mark. A man explaining a document to a woman. Word list icon Words we use in the Data Exchange

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| There are certain words we use in the Data Exchange. |
| Your organisation might use different words. |
| It’s important to use our words when you use the Data Exchange. |
| We talk about these words on the following pages. |
| You’ll also find a list of all these words on page 18. |



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| When we say **client**, we are talking about 1 person. |
| A client is a person who uses a **service**. |
| We call it a service when a client gets support from an organisation. |
| A client uses a service so they can:   * solve a problem * reach a goal. |
| In the Data Exchange, we measure if a client reaches their goals.  We call this a **measurable outcome**. |



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| **Client level data** is the information organisations collect about each client. |
| We talk about client level data in more detail in Part 2 – Using the Data Exchange. |
| Each time a client uses a service, we call it a **session**. |
| When 3 or more clients take part in a session together, we call it a group session. |
| A client might bring a support person to a session, such as a family member or carer. |



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| The support person doesn’t take part in the session. They are just there to give the client support. |
| 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 take part in 1 or more sessions of the same service. |
| An **outlet** is the place where organisations deliver services to clients. |
| We can make reports from the information collected in the Data Exchange. |



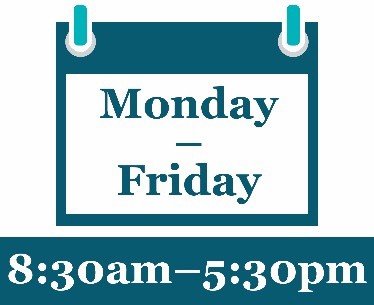
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| Reports do not include any personal information about clients. |
| Reports are usually about:   * the services clients have used * measurable outcomes * if clients have reached their goals by using the services. |
| The paperwork about your grant will explain:   * what you need to tell us * when you need to tell us.   This is called reporting. |
| We make reports about a **reporting period**. |
| This is the period of time that we are looking at. |

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| There are 2 reporting periods each year: |
| * 1 January – 30 June |
| * 1 July – 31 December. |
| Both reporting periods last for 6 months. |
| We talk about reporting in Part 4 – Recording client outcomes in the Data Exchange. |



# Two women look at a laptop together A woman uses a computer Task card icons A task card icon with tasks A man uses a computer. There are book icons and a lightbulb icon. Getting help to use the Data Exchange

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| You can find training materials for the Data Exchange on our website.  [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |
| The training is self-guided – you do it on your own. |
| We have task cards. |
| The task cards take you through things you need to do in the web-portal step by step. |
| We also have e-Learning modules. |



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| e-Learning modules are training videos you can watch. |
| The Data Exchange Helpdesk can give you technical support. |
| You can contact the Data Exchange Helpdesk by: |
| * email   [**dssdataexchange.helpdesk@dss.gov.au**](mailto:dssdataexchange.helpdesk@dss.gov.au) |
| * by phone   **1800 020 283.** |
| You can contact the Data Exchange Helpdesk:   * from Monday to Friday * between 8:30am and 5:30pm. |

# A man pointing at himself with his other hand raised. There is a service and a folder icon above him. A man with his hand raised with one finger up. A box of client records Icon of a computer screen with client records. A man gives two thumbs up Word list

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| --- |
| **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. |
| **Client**  A client is a person who uses a service.  They use the service so they can reach a goal. |
| **Client level data**  Client level data is the information organisations collect about each client. |
| **Client records system**  A client records system is a system an organisation uses to manage data about their clients.  They might use software. Their system might be online. |
| **Consent**  If someone gives you their consent, they say it is ok for you to do something. |

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| **Delivery partners**  Delivery partners are other organisations you work with to provide supports and services to your clients. |
| **Domains**  Domains are important areas that are all related to the main topic. |
| **Grant**  A grant is a payment from the government or a funding agency for important work that can help others. |
| **Interpreter**  An interpreter is someone who:   * speaks the language you speak * can help you understand what someone says when they speak a different language. |
| **Measurable outcome**  In the Data Exchange, we measure if a client reaches their goals.  We call this a measurable outcome. |

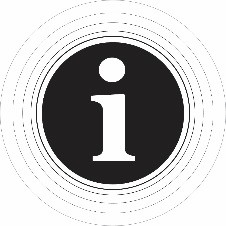




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| **Outlet**  An outlet is the place where organisations deliver services to clients. |
| **Priority requirements**  There is some data you must:   * collect * record in the Data Exchange. |
| **Program activities**  Program activities are all the services:   * your organisation offers * clients can choose from. |
| **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. |



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| **Service**  We call it a service when a client gets support from an organisation. |
| **Session**  Each time a client uses a service, we call it a session. |
| **User Access Request**  A User Access Request is how you ask us if you can become a Data Exchange user. |

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