



Australian Government
Department of Social Services

Data Exchange

Part 1 – Introduction to the Data Exchange Volunteer Management Activity

April 2018

Using the webinar control panel

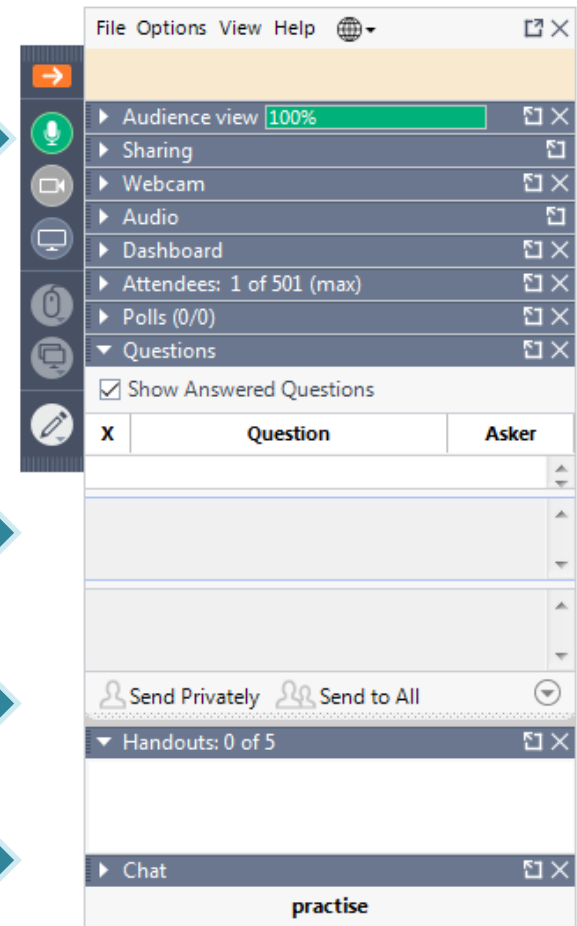
Check your sound. This microphone symbol will be red, to show you are 'muted'.

'Muted' means you can't ask questions using your voice.

Type in your questions here

If handouts have been provided, you'll find them here

Group chats can be seen here

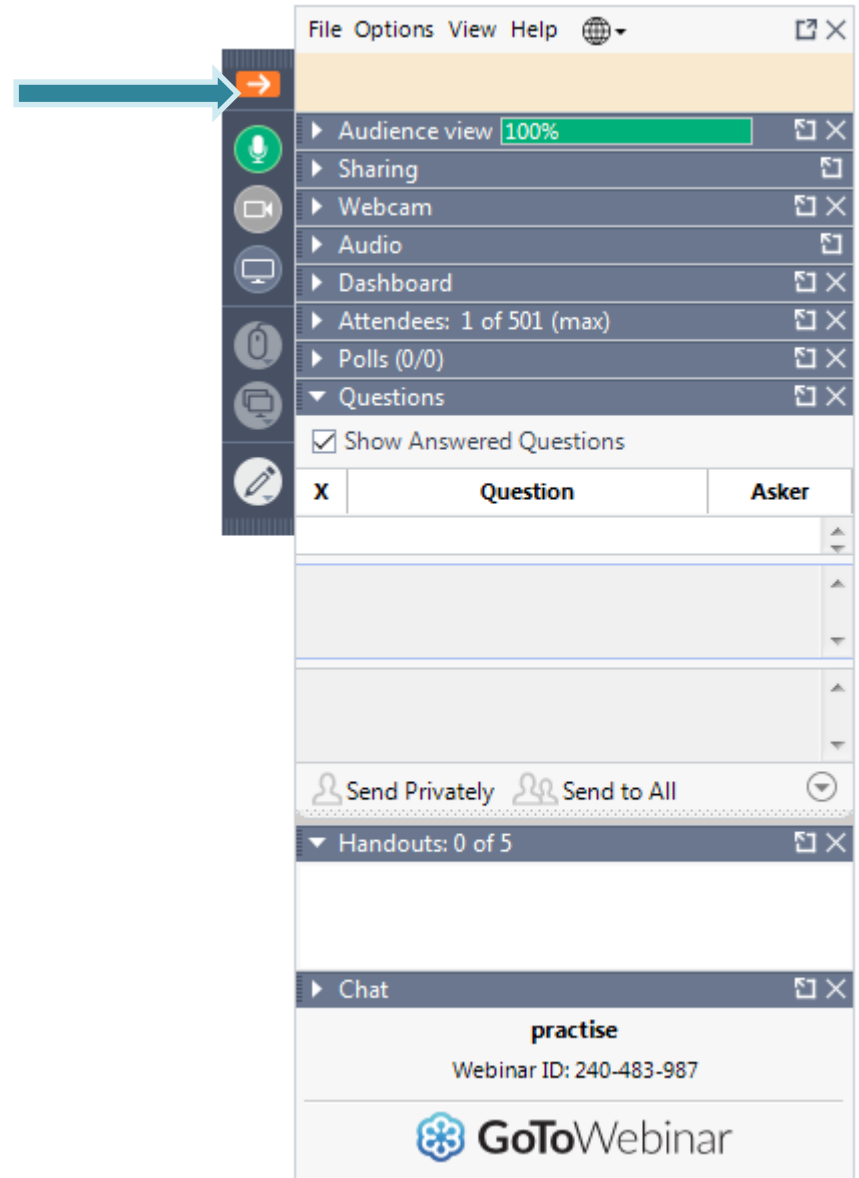


Please ensure your audio is on 'mute' so that no sound is coming from your phone or computer / laptop as this can affect the sound quality during the webinar.

Using the webinar control panel

When it hasn't be used for some time, the control panel will minimise.

To expand, select the orange arrow



Agenda

What is the Data Exchange?

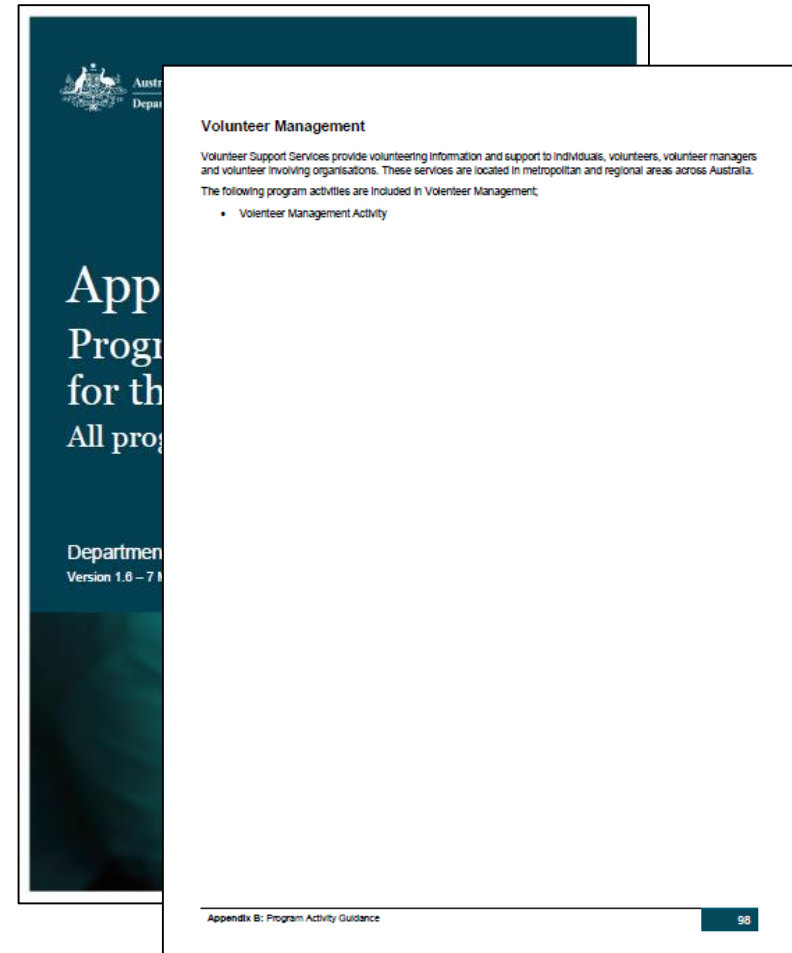
Priority requirements data items

Partnership approach data items

Where to get help



Handouts





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What is the Data Exchange?

Principles of the Data Exchange



Reduce red tape



Shift focus of reporting from strictly *outputs to outcomes*



Work collaboratively with organisations to support innovation in service delivery



Effectively manage program performance

Who uses the Data Exchange?

**Families and
Children
(July 2014)**

**Disability and
Carers
(July 2015)**

**Financial Wellbeing
and Capability
(July 2015)**

**Mental Health
Services
(July 2015)**

**CHSP
(November 2015)**

**Reconnect,
Women's Safety
(July 2016)**

**Tas. State Gov.
DHHS – Pilot
(October 2016)**

**HIPPY
(January 2017)**

**NDIA
(July 2017)**

**Volunteer
Management
Activity
(January 2018)**

**NSW State Gov. -
FACS Pilot
(February 2018)**

**WA HACC
(July 2018)**

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 submitted to DSS by the end of each 6 monthly period.
- Data can regularly be entered anytime during each 6 monthly period.

Upload Options

There are 3 simple ways to submit data:

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

Technical Specifications
can be found on the
Data Exchange Website

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

Data Exchange User roles



Organisation
Administrator

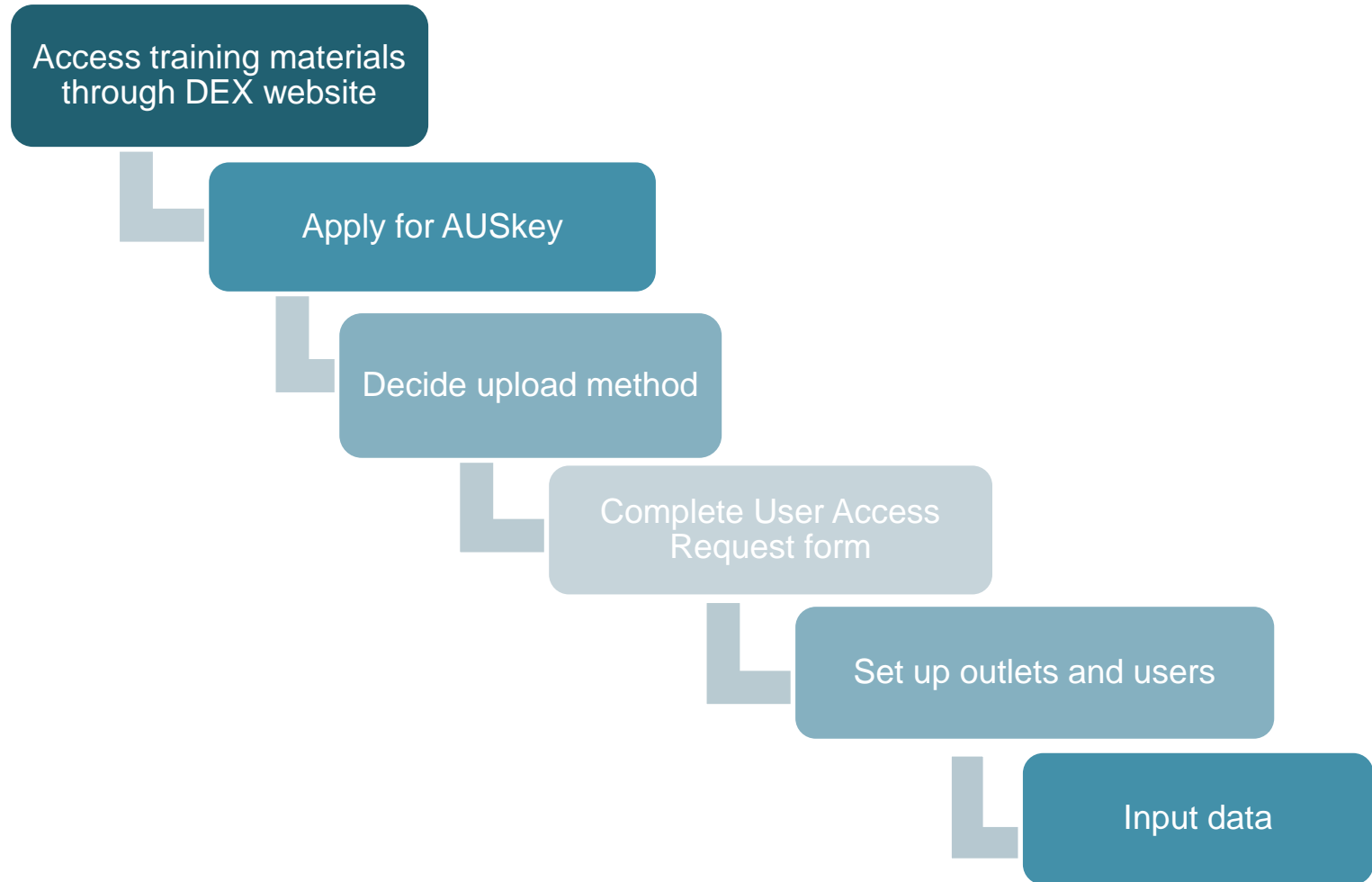


Organisation Editor



Organisation View only

Getting started



Data Exchange web-based portal



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You are logged in to
Community Care Organisation
[Change organisation](#)

Logout

MyDEX Dashboard

Notifications

Find



Client



Case

Add



Client



Case



Session

My Organisation

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



Access MyDEX
reports

GO



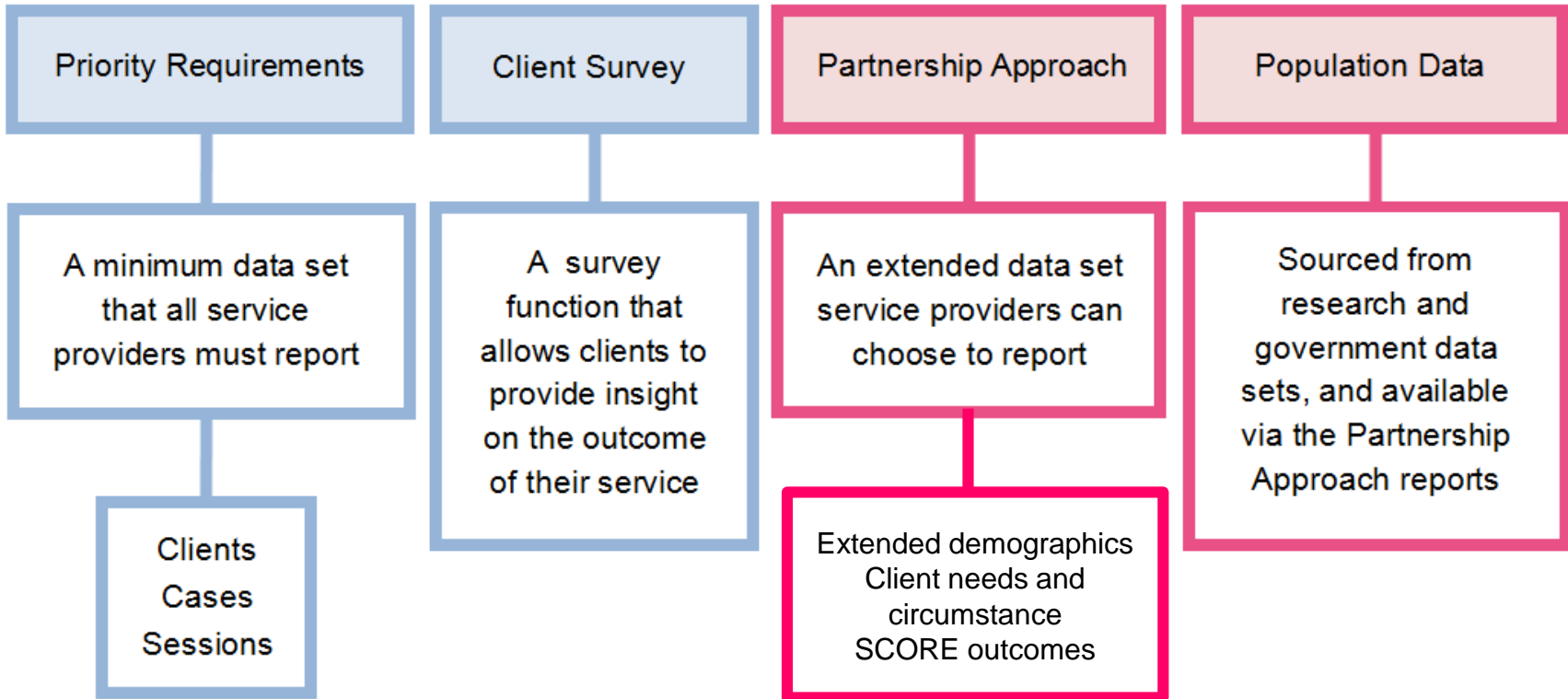


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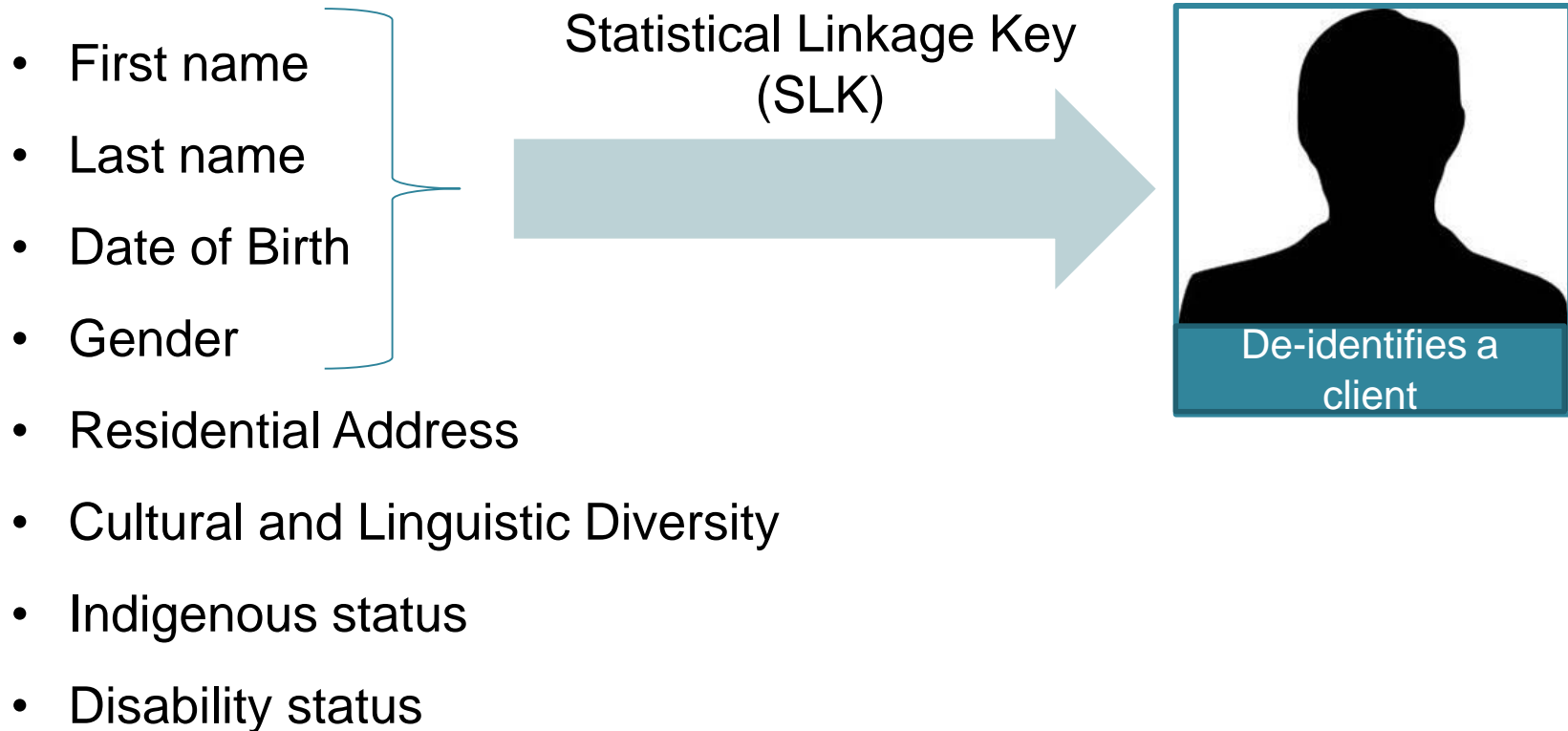
Data Exchange

Priority requirements data items

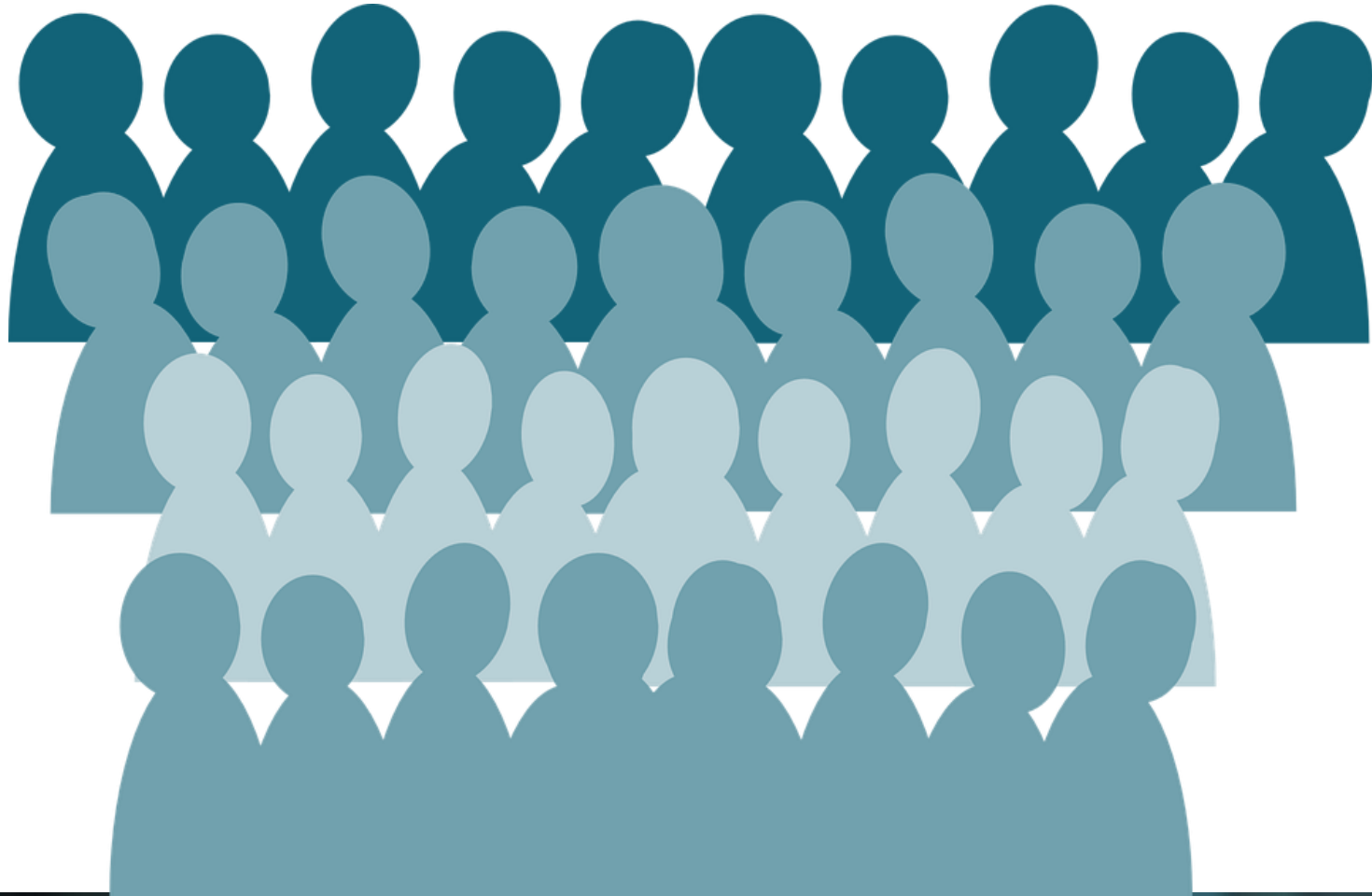
Data Exchange Framework



Priority requirements items



Unidentified group clients



Demonstration 1





What is a case?

A case captures one or more instances of service delivery that is expected to lead to a distinct outcome. A case record is only created once for each unique case you wish to create and when used appropriately, can be used over multiple reporting periods.

Depending on the nature of the service, a case could be linked to an individual, a couple, a family or an unrelated group of individuals.



Demonstration 2



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 includes:



Date session occurred



Clients that attended



Service types

Service Types

- Service types differ from program to program
- The portal will only allow you to enter a service type relevant to the program assigned at the case level
- Guidance on service types can be found in **Appendix B**

Demonstration 3



How it all fits together







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Partnership approach data items

The Partnership approach

SCORE

Standard Client Outcomes Reporting

- Circumstances
- Goals
- Satisfaction
- Community

Extended Client demographic detail

- Homeless / Household Information
- Source of Income
- Income frequency
- Approx. Gross Income
- Month / Year of first arrival in Australia
- Visa Type and Ancestry

Client needs and circumstances

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

SCORE domains

CIRCUMSTANCES

- Age-appropriate development
- Community participation & networks
- Employment, education & training
- Family functioning
- Housing
- Material wellbeing
- Mental health, wellbeing & self-care
- Money management
- Personal & family safety
- Physical health

GOALS

- Changed behaviours
- Changed confidence to make own decisions
- Changed engagement with relevant support services
- Changed impact of immediate crisis
- Changed knowledge & access to information
- Changed skills

SATISFACTION

- 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 & understood my issues

COMMUNITY

- Community structures & networks to respond to the needs of the targeted clients / communities
- Group / community knowledge, skills, behaviours to better address own needs
- Organisations knowledge, skills & practices to better respond to the needs of targeted clients / communities

Key Points on SCORE

Majority or at least
50%
Circumstances and
Goals

10%
Satisfaction
Post SCORE only

Pick relevant
domains

Multiple domains

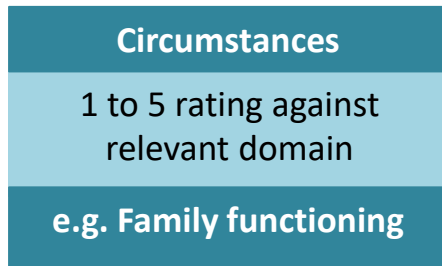
No right or wrong in
outcomes achieved

Differing outcomes
for each domain

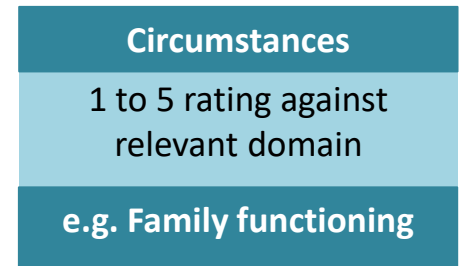
SCORE outcomes are an assessment of where the client is at that point in time

How are client outcomes obtained?

Pre SCORE



Post SCORE



The benefits of outcomes

- Understanding of what does and doesn't work
- Ability to monitor impact of initiatives
- Resource for evaluations
- Clients are achieving intended outcomes





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Where to get help

Where to get help



Funding arrangement manager

- Data entry issues
- Milestone / KPI concerns



IT vendor / specialist

- Issues or errors with upload
- Review and test



Data Exchange Helpdesk

- Further assistance with technical questions
- Provide sandpit environment for IT vendor / specialist for testing

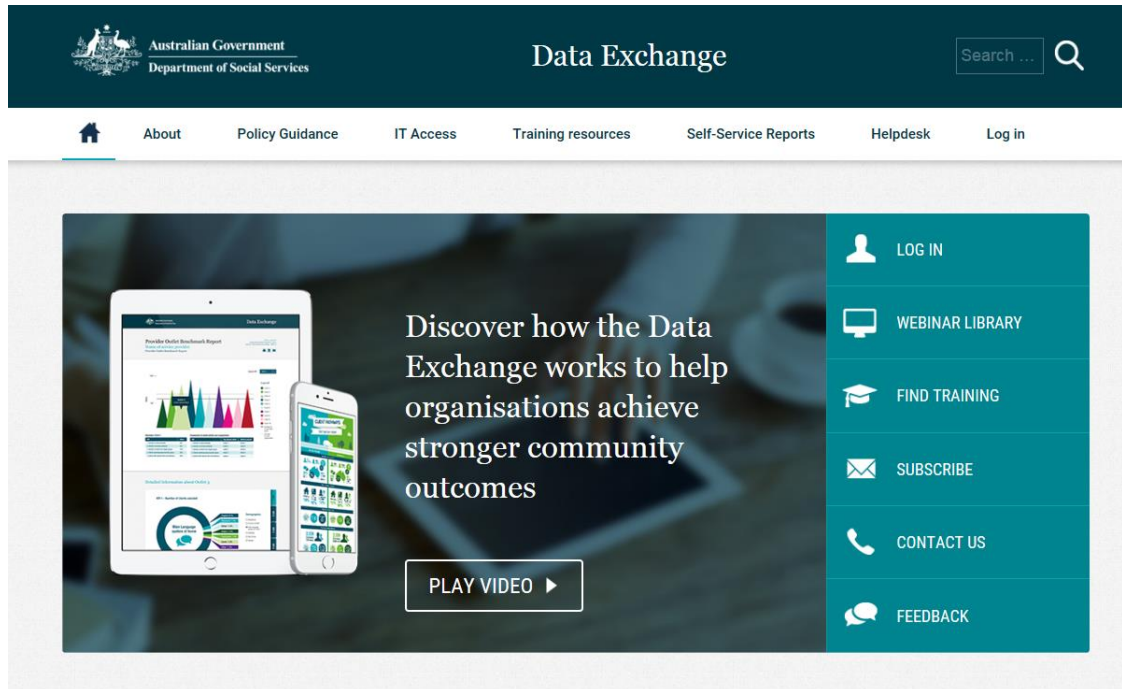


Collect. Report. Evaluate.

Data Exchange website

- Training material and policy support documentation
- Subscribe to receive updates

More information



- Data Exchange website: <https://www.dex.dss.gov.au>
- DEX Helpdesk: 1800 020 283 or dssdataexchange.helpdesk@dss.gov.au
- Subscribe for updates