**The Data Exchange Protocols**

**Part 3**

**The Partnership Approach 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 20. |
| 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 3 – 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 18. |

**What’s in this guide?**

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# 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 holds a clipboard with part 1 of the guide on it. | We talk about all these words in Part 1 – What is the Data Exchange? |
| Word list icon | You’ll also find a list of all these words on page 20. |

# Taking part in the partnership approach

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| A man and a woman reading a document together | The partnership approach includes more sections you can work through with your clients that relate to the funded activity you are delivering. |
| 2 women looking at a document with a program document icon above them | If organisations share data, we can all learn more about how and why programs get good results. |
| A woman writing on a clipboard with an information icon next to her | To make sure this data is useful, organisations need to record data in the same way for all their activities. |

# Collecting partnership approach data

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| A woman writing on a clipboard | For the partnership approach, you can record data about the reasons why clients need support. |
|  | The extra data you can include is about whether the client is trying to: |
| A person getting older with a cog next to them | * reach a level of development closer to their age – we call this age-appropriate development |
| People in the community | * take part in their community and connect with other people – we call this community participation and networks |
| 2 parents and a child | * fit in well with their family – we call this family functioning |
| A person raising their hand with a dollar sign | * learn how to look after their money – we call this financial resilience |
| Computer and toolbox icons | * find work or get a job – we call this employment |
| Books, a lightbulb icon and tools for education | * learn and develop new skills – we call this education and skills training |
| Grocecries, toilet paper, soap, toothpaste and a toothbrush | * make it easier to get the things they need in their daily life – we call this material wellbeing and basic necessities |
| House icon | * live in a home where they are safe and happy – we call this housing |
| Mental health icon | * look after their mental health – we call this mental health, wellbeing and self-care |
| Safety icon | * stay safe – we call this personal and family safety |
| Health icon | * become fit and healthy – we call this physical health. |

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| Domains icon - connected shapes, some have flags on them. | We call these areas domains. |
| A woman writing with an information icon | For the partnership approach, you can record data about the main reasons a client needs support. |
| A woman holding up a list of primary reasons | The Data Exchange gives you a list of 10 reasons to choose from.  1 of these will be the primary reason for seeking assistance. |
| A woman writing on a clipboard | You can also record 1 or more other reasons the client needs support.  We call these secondary reasons for seeking assistance. |
| From one person to another | For the partnership approach, you can record data about the way a client found about your organisation.  We call this the referral source. |

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|  | This data helps us: |
| A man and a woman reading a document. There is an icon for a client's path above them | * understand the paths clients follow when they need a service |
| A man and a woman shaking hands | * find good ways to connect clients with activities that meet their needs. |
| A woman writing on a clipboard with an icon for a referral next to her | For the partnership approach, you can record data about times when you have sent a client to get support from another organisation.  We call these referrals to other services. |
|  | You can record whether the client went to: |
| A man raising his hand with a service icon next to him | * another service your organisation offers |
| A man raising his hand with icons for services and organisations above him | * a different organisation to get the service they need. |
| A woman holding a clipboard with an icon for a domain on it. There is a graph with an arrow pointing up next to her | You can also include the reason you made referrals to other services, such as the client needed to get better results in 1 or more of the domains from the list above. |

## Extra data for the partnership approach

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|  | You can include extra data for the partnership approach, such as: |
| A woman smiling with her hand raised. There is an image of her supporting a man next to her | if they are a carer for another person. |
| A montage of 2 images - a house icon with a question mark and 3 young people in a kitchen together | * the type of home a client lives in and who a client lives with |
| Books, a lightbulb icon and tools for education | * what level of education a client has reached |

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| Computer and toolbox icons | * if a client works or has a job |
| A man pointing to himself with a dollar sign | * how a client gets or earns money |
| A man thinking with 3 dollar signs | * how much a client earns |
| A montage of 3 images - a plane arriving in a Australia with a calendar, a Visa and a man raising his hand with a smaller image of his family next to him | * details about their CALD background, such as:   + the date they first arrived in Australia   + what type of visa they have   + their family background. |
| A man raising his hand with a house icon next to him | You can include extra data about:   * a client’s housing situation * if a client is at risk of becoming homeless. |

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|  | A client may be at risk of becoming homeless if the home they live in now: |
| Safety icon with a cross | * is not safe for them |
| A house with 6 person icons in front of it | * has too many people living in it |
| A house icon with a calendar and a clock | * is only meant to be their home for a short time. |
| A montage of 3 images - a man smiling with thumbs up, a man frowning with thumbs down and an important icon | When you enter the data, the options you can choose from are:   * Yes * No * At risk. |
| 2 clients with an arrow connecting them | You can include extra data in your cases about how different clients are connected to each other. |
|  | The options you can choose from are: |
| A family standing together | * family – they are part of the same family |
| People gardening outside | * community event – they did the same activity |
| 2 women sitting together and talking in a peer support group | * peer support group – they use the same services |
| A man and a woman standing together | * couple – they are a romantic couple or married |
| 3 young people in a kitchen together | * cohabitant – they live in the same home. |
| A montage of 2 images - a woman supporting another woman and a dollar sign and a cross | You can include extra data about clients who:   * provide care and support to a family member or friend with a disability or health problem * don’t get paid for the care and support they provide. |
|  | You can also include extra data about clients who: |
| A man raising his hand with NDIS next to him | * take part in the NDIS |
| A woman speaking French | * don’t speak English and might need an interpreter. |
| A woman is helping a man and a woman who speak a different language. | An interpreter is someone who:   * speaks the language you speak * can help you understand what someone says when they speak a different language. |

## Service settings

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| Map marker icon | You can also include extra data about the place where clients goes to receive their service. |
|  | The options you can choose from are: |
| An outlet building icon. | * your organisation’s office or outlet |
| House icon | * the client’s home |
| A community venue | * a community venue – a place or space in the community for anyone to use |
| Organisation icon | * another organisation’s office or outlet |
| Hospital icon | * a healthcare facility – a doctor’s office, hospital, mental health or aged care facility |
| School icon | * an education facility – a school or university |
| Prison icon | * a justice facility – a prison or jail, a police station or a court of law |
| A woman talking on the phone | * telephone – over the phone or voice chat |
| A woman uses a computer | * video – a video interaction with another person |
| Computer icon with cogs | * online service – a virtual service, such as webinars, online training, or online chat. |

# 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. |
| 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. | |
| 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. | |
| 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. | |

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