



Changes to Data Exchange (DEX) reporting requirements for Department of Social Services programs – Frequently Asked Questions (December 2025)

What is changing?

The Department of Social Services (DSS) is implementing changes to the way organisations funded by DSS report data for the services they deliver to their clients.

These changes are designed to streamline data reporting across all DSS programs to collect clear and consistent information for all client facing activities.

From 1 March 2026 (during the Jan - June reporting period due 30 July 2026) most DSS service providers delivering client facing services will report the following:

- Priority Requirement client and service details
- Outcomes using the Standard Client/Community Outcomes Reporting (SCORE) and
- Group activity data twice a year (at a minimum), like a census.

When will the changes be effective from?

These changes will commence from 1 March 2026 for most ongoing programs funded by DSS. Activities that end by 30 June 2026, will not be affected.

Will these changes apply to reporting in DEX for programs funded by other Government departments?

No, the changes only apply to DSS funded programs.

If your organisation receives funding from other agencies, you will be expected to continue to report your data as per the advice in the [Program Specific Guidance](#) for these programs.

Why is DSS making these changes?

Providers have asked for simpler reporting and better feedback. These changes will:

- Reduce reporting complexity
- Improve data quality and
- Enable better reports and insights for providers to plan services

Where can I find out more?

We will contact affected providers with more detailed information and updates to the [Data Exchange Protocols and Program Specific Guidance](#) in the coming months.

Up to date information will be shared on [the Data Exchange website](#).

Support is also available through the DEX helpdesk dssdataexchange.helpdesk@dss.gov.au. Your Funding Arrangement Manager can also assist with general grant support.

Key Resources

The [DEX Webpage](#) includes a range of training resources.

This is a set of useful resources about [Standard Community/Client Outcomes Reporting \(SCORE\)](#).

DEX bulk upload options can provide a way for organisations to upload data to DEX from an existing record keeping system. This can reduce admin time in reporting and allow greater integration with existing ways of working. View the [File Upload Technical Specifications](#) for further detail.

[This recent webinar](#) covers the changes happening in DEX reporting, basic manual data entry in DEX and shows reports available to organisations using the data they have uploaded in DEX.