November 2020

FAQs for the Data Exchange

This document provides answers to frequently asked questions about using the Data Exchange.

For more information please speak to your contract manager, or contact TEI@facs.nsw.gov.au

Frequently Asked Questions

1. When do I need to start using Data Exchange?

From 1 January 2020, all service providers funded under the Targeted Earlier Intervention (TEI) program must report data in the Data Exchange.

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2. How do I access the Data Exchange?

See our Getting onto the Data Exchange factsheet for instructions on how to access the Data Exchange.

See also FAQs for myGovID and RAM for more information.

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3. What is an 'organisation administrator'?

An organisation administrator is the person in your organisation who is responsible for managing the Data Exchange. They can:

- Set up the organisations details
- Add other users to the Data Exchange
- Create and manage outlets
- Create delivery partners

Your organisation administrator is most likely the first person in your organisation who accessed the Data Exchange.

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4. How do I add and edit users to the Data Exchange?

Only organisation administrators can add and edit users in the Data Exchange.

A 'user' is a staff member within your organisation who inputs or uploads information in to the Data Exchange.

The add and edit a user taskcard includes step-by-step instructions to add a user. It also explains how to assign outlets and program activities to users, and how to upgrade a user's access so they can also be an organisation administrator.

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5. My program activities are wrong. How do I update them?

Your program activities in the Data Exchange, must match the program activities in your contract.

If your program activities in the Data Exchange are incorrect, please contact your contract manager. They will engage with Central Office to have your program activities updated.

For help viewing your program activities see: Overview of the My Organisation section

6. What is the Partnership Approach?

The Partnership Approach is an extended dataset that includes additional demographic information about clients, referrals and client/community outcomes.

When an organisation opts in to the Partnership Approach, they agree to report this additional data. In return, they are given access to additional Data Exchange reports that provide valuable information about your organisation and client outcomes.

In the TEI program, organisations do NOT need to report all Partnership Approach data items. See What information do I need to record in the Data Exchange? for an overview of the data TEI service providers need to report.

7. Does my service have to participate in the Partnership Approach?

Yes. All TEI services are contractually obligated to participate in the Partnership Approach. This means your service will report client and community outcomes and in return will have access to additional reports.

See Update participation in the Partnership Approach for instructions on how to opt in.

8. How can we upload/enter data into the Data Exchange?

Service providers can transfer their data to the Data Exchange in one of three ways:

- system-to-system transfer
- bulk XML file upload
- manual entry into the web-based portal

See DSS resources for more information:

- Web Services Technical Specifications
- Bulk File Upload Technical Specifications
- Bulk XML upload learning module
- IT webinar – Information for IT and Technical staff

DCJ cannot provide advice about commercial IT vendors where a service is looking to reconfigure their own system to transfer data to the Data Exchange.

DCJ suggests services use the free Data Exchange portal during the “try, test and learn” period to learn more about their reporting needs.

9. My organisation in entering data manually. Where do I start?

The DSS website includes numerous resources for service providers using the portal directly. To start, see:

- Add a case
- Add a Session
- Add a Client

10. Can I add delivery partners in the Data Exchange?

If your organisation subcontracts another provider to deliver services on your behalf, you can set that organisation up as a delivery partner in the Data Exchange. See the taskcard Setting up the Structure of your organisation.

Please note: delivery partners are NOT organisations you collaborate with, or jointly deliver services with. They are organisations you have subcontracted to deliver activities on your behalf.

You should only add delivery partners in the Data Exchange, if you have a subcontracting arrangement with them.

11. What are outlets and how to I set them up?

When you set up your Data Exchange account, you need to create outlets to identify where your services are delivered. You also need to assign your program activities to these outlets. Once your program activities are assigned, DSS need to approve them. This process can take up to 10 business days.

See the following resources for guidance on how to set up outlets:

Setting up outlets in the Data Exchange

Create and Manage Outlets

Data Exchange Protocols, section 3.5

12. Can I try the Data Exchange before I start entering data?

No. The Data Exchange does not have a learning environment to enter test data.

However, our first year of using the Data Exchange is a "try, test and learn" period.

We will support you to familiarise yourself with the new data reporting system.

The Data Exchange website also has helpful webinars and learning resources to support you to use the Data Exchange.

The TEI website also has a series of resources to help you learn more about the Data Exchange.

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13. What data does my service need to report in the Data Exchange?

The TEI Data Collection and Reporting Guide outlines the minimum dataset TEI service providers need to report in the Data Exchange.

There are two minimum datasets:

- TEI program activities in the community strengthening stream (Table 4)
- TEI program activities in the wellbeing and safety stream (Table 8)

Also see What information do I need to record in the Data Exchange? for examples of the minimum dataset for specific service types in the TEI program

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14. What consent and privacy principles must we follow to use the Data Exchange?

See Using the Data Exchange: Consent and Privacy for information about the consent and data privacy principles services much follow to use the Data Exchange.

These principles apply to all services who intend to store client's personal information in the Data Exchange.

For more information about the general principles all TEI-funded services must adhere to see: Privacy Information Sheet.

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15. How often do I need to report into the Data Exchange?

TEI service providers must report data for two six monthly reporting periods each year. This is in accordance with the Data Exchange reporting periods:

- reporting period 1: from 1 July to 31 December
- reporting period 2: from 1 January to 30 June

Service providers have an extra 30 days at the end of each reporting period (known as closing periods) to finalise their data entry and to quality check their data.

Service providers can enter data at any time within a reporting period (e.g. daily, weekly, monthly). Frequent reporting will assist service providers to access data regularly to inform continuous service improvement.

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16. How do I set up my cases, sessions and clients in the Data Exchange?

See How do I set up cases, sessions and clients in the Data Exchange? for reporting rules and guidance.

This document includes numerous examples for each TEI program activity.

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17. Is the Data Exchange suitable for reporting community strengthening activities?

Yes. How do I set up cases, sessions and clients in the Data Exchange? shows how to report for many of the service types in the Community Strengthening stream.

What information do I need to record in the Data Exchange? shows the minimum dataset needed for many of the service types in the Community Strengthening stream.

The Data Exchange enables us to report both individual clients and unidentified groups.

You can also report Community outcomes for groups. See What is Community SCORE and how do I use it for the TEI Program? for more information.

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18. How do I report outcomes in the Data Exchange?

The Data Exchange uses a standardised outcomes reporting tool call SCORE: Standard Client/Community Outcomes Reporting'.

There are many different ways you can use SCORE. See the following resources for guidance:

What is SCORE and how can I use it for the TEI Program?

What is Community SCORE and how do I use it in the TEI Program?

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19. What data will I get out of the Data Exchange?

Exactly what you put in! The Data Exchange has a self-service reporting function that allows you to access numerous reports. These reports reflect the information submitted by your organisation.

The content of reports is refreshed every 24 hours. This means the more regularly you enter data, the more relevant the reports will be.

To access the Data Exchange reports see the Introduction and Access taskcard.

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20. How will data reported in the Data Exchange be used?

Data reported in the Data Exchange will support DCJ and service providers to work together to deliver quality services and achieve client and community outcomes.

Organisations can use data to improve their services, practices and client outcomes. The data can show us what outcomes clients are achieving and help us understand if we need to do something differently.

Data will be used by DCJ Districts and service providers to support shared learning and inform regular contract management discussions.

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21. What does ‘try, test and learn’ mean?

Our first year of using the Data Exchange is a ‘try, test and learn’ period. This means, we are taking the time to test and refine how we collect, measure and report client information and outcomes.

DCJ understands it will take time for the sector to transition from current reporting arrangements to using the Data Exchange. Reporting in a new system will involve a period of adjustment and transition for services.

The ‘try, test and learn’ period has been extended to 31 December 2020. From 1 January 2021, service providers will need to report data using the Data Exchange to meet the terms of your contract.

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22. If we have already been using the Data Exchange will we need to re-enter client details?

No, clients are only entered once in the Data Exchange for each service provider and are never closed. Client details can be updated as required.

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23. Will the Data Exchange reporting be time-consuming and longer than current reporting?

In the beginning, it may take time for services to get use to the new reporting system. However, the Data Exchange includes time-saving features that will make reporting easier. For example:

- client details only need to be entered once
- you can copy existing sessions when a service is ongoing
- self-service reports analyse your data for you

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24. Can the Data Exchange data be overwritten?

Yes. If an organisation uploads an xml file with the same client ID, case ID or session ID more than once in the same reporting period, the Data Exchange will recognise these IDs and update the new details. This can be prevented by ensuring you use a unique ID, for example by adding a date to the case or session name.

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25. How can I keep updated on the latest information about the Data Exchange?

For the latest guidance materials and training resources see the TEI website and the Data Exchange website. You can also subscribe to Data Exchange updates to receive important reminders and updates.

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26. Who can I contact for further help?

For help with MyGovID and RAM: myGovID 'Need help?' webpage
RAM 'Help' webpage or call the support line on 1300 287 539

For Data Exchange support: contact dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 (8.30am – 5.30pm Monday to Friday)

For TEI specific questions: talk to your local DCJ district contact or email TEI@facs.nsw.gov.au.