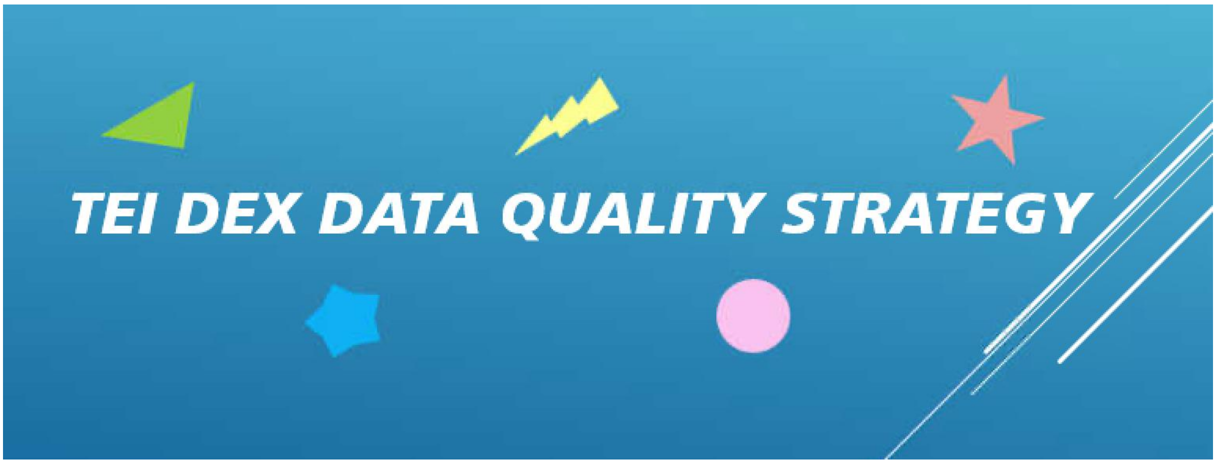


DEX Blast # 1 – Maintain DEX capacity

Welcome to the first of five “DEX Blast" articles to support the recently launched TEI Data Quality Strategy, which aims to improve the quality of data reported in the Targeted Earlier Intervention (TEI) program.

Local District Commissioning & Planning teams will support you to understand the quality of your DEX data, to make improvements where your data quality is very low, and learn from you where your data quality is very high.

DCJ is also funding Fams to support TEI services to improve data quality until June 2023. Fams will run roadshows until November 2022, outlining the support they can offer - register here.

Maintaining your DEX capacity

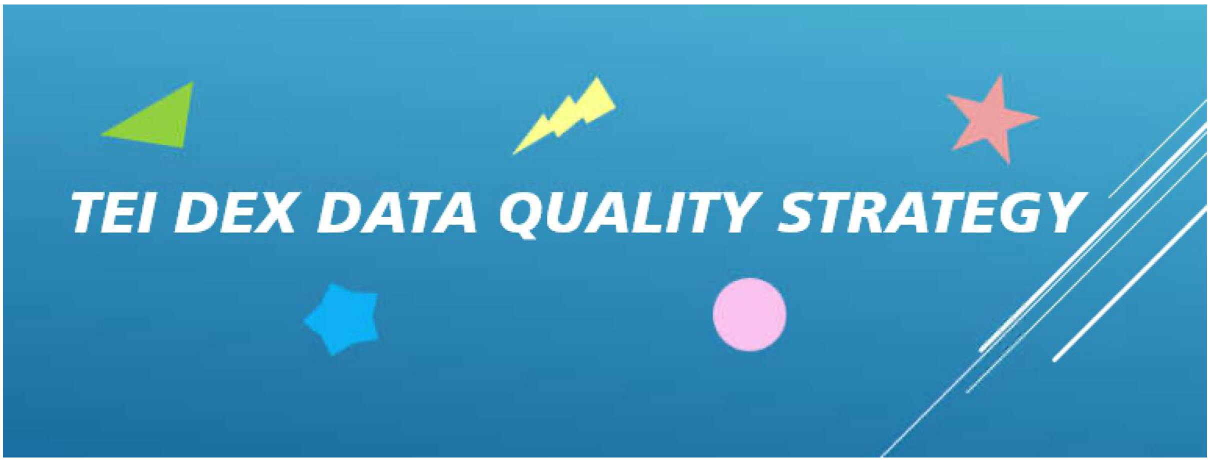
Confidence using the Data Exchange (DEX) varies across TEI service providers for a range of reasons, such as previous experience through other programs, what data upload method is used, and the rate of staff turnover. The following tips about how to manage staff changes can help ensure there is always someone within your organisation holding DEX knowledge, and able to transfer it to others.

Actions you can take now

Check whether your organisation has a plan for DEX knowledge transfer to help manage staff leave and turn-over, and if you don’t have one yet consider putting a plan together, including:

- always having more than one RAM / DEX Administrator within the organisation.
- briefing new staff on MyGovID, RAM and DEX access, as part of your staff induction package.
- showing all staff the specific data reporting requirements as per the contract, this may include briefing new and existing staff on the TEI program logic specific to your TEI service.
- regular team sharing about data reporting, and using DEX reports to help staff see the impact of their work and the benefits of collecting outcomes data.

For more information please see the Quickstart Guide to the Data Exchange and InDEX - Handy index of DEX resources.



DEX Blast # 2 – Aboriginal-led training

Welcome to the second of five "DEX Blast" articles to support the recently launched TEI Data Quality Strategy, which aims to improve the quality of data reported in the Targeted Earlier Intervention (TEI) program.

Collecting, reporting and handling data in culturally responsive ways with Aboriginal families and communities

The TEI program area would like to acknowledge that at the same time as working in partnership with the sector to build data quality in DEX, we also need to work closely with you, especially Aboriginal organisations and Aboriginal practitioners, to make our data collection practices more culturally responsive and accountable to Aboriginal ways of knowing, being and doing when working in communities.

During our consultation process to develop the Data Quality Strategy, we heard from DCJ staff and service providers that while DEX support is available to all TEI funded services, tailored DEX support is needed for Aboriginal organisations. We also identified that it's time to revisit some of the resources developed in the early stages of DEX implementation, like the resources on Indigenous Data Sovereignty and Indigenous Data Governance.

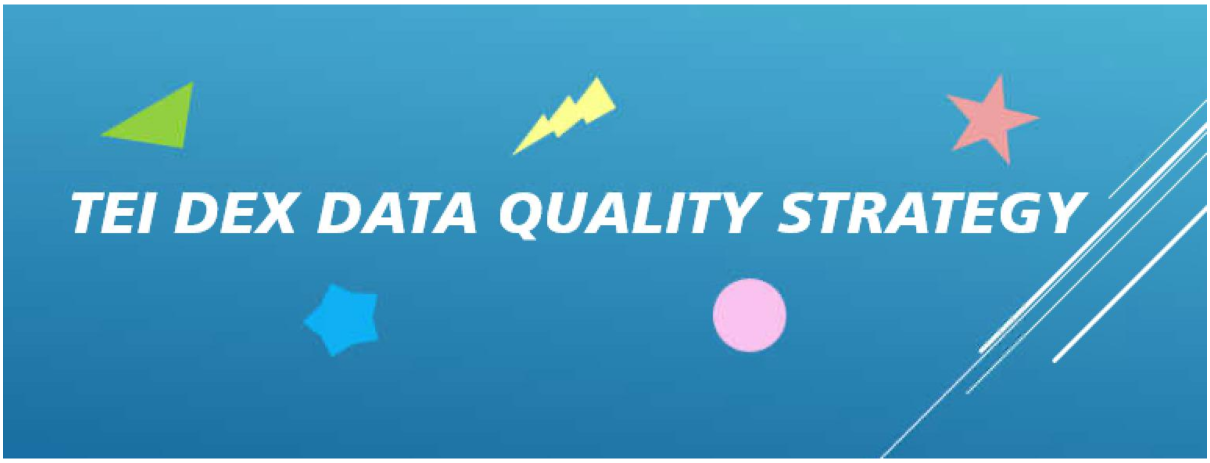
More recently, Aboriginal colleagues in the sector have generously engaged with us to reopen the conversation about the importance of storytelling in capturing Aboriginal community outcomes in a culturally appropriate way and are offering support to us in co-design.

Where to next

The TEI team will soon begin engaging with District Commissioning and Planning teams and TEI Aboriginal service providers to:

- Find ways to be more culturally responsive when collecting and reporting client and community outcomes for Aboriginal families and communities. This will include exploring ways to incorporate story telling into capturing and understanding outcomes.
- Revisit the principles underpinning Indigenous Data Sovereignty in the TEI program and Indigenous Data Governance to take stock of what we've achieved so far and what we can do next to continue improving our data collection, reporting and handling practices.
- Better understand the DEX needs of Aboriginal organisations, with a view to developing training and support that is place-based and Aboriginal-led.

In the meantime, up to 20 hours of DEX support is available for Aboriginal TEI organisations, delivered by approved sector support providers. For more information, please contact your District Commissioning & Planning team, or email TEI@dcj.nsw.gov.au.



DEX Blast # 3 – How we protect client privacy in DEX + Important demographic data to report

Welcome to the third of five "DEX Blast" articles to support the recently launched TEI Data Quality Strategy, which aims to improve the quality of data reported in the Targeted Earlier Intervention (TEI) program.

How do we protect client privacy in DEX?

Client privacy is critical in the TEI program in order to keep vulnerable people safe due to domestic violence, sexual assault and other needs, as required under TEI contracts and privacy legislation.

All service providers are responsible for ensuring they correctly obtain consent from clients to store identifying information, and for ensuring the necessary information about privacy is clearly communicated to clients.

Importantly, when a client consents to their identifying information being stored on DEX, such as their name and address, only the service provider can see this. DSS and DCJ can only see de-identified data, not the client name and address.

As you are likely aware, there has recently been some high profile data hacking in the media. If your organisation becomes aware of any security or privacy breaches, you must notify your District Commissioning & Planning team as soon as possible.

Here are some helpful resources on how we can protect client privacy:

- DEX Protocols (p.11) - including how SLKs work to protect client privacy
- Privacy Information Sheet - with privacy obligations and legislation you need to know
- Using DEX – Consent and Privacy - with lots of FAQs and helpful flow charts
- Ensuring client privacy on DEX within organisations - with great tips you can follow

What demographic data needs better reporting?

Demographic data helps us all learn about changing local needs, which then allows for more timely decision-making, more flexible service delivery, and better resource allocation.

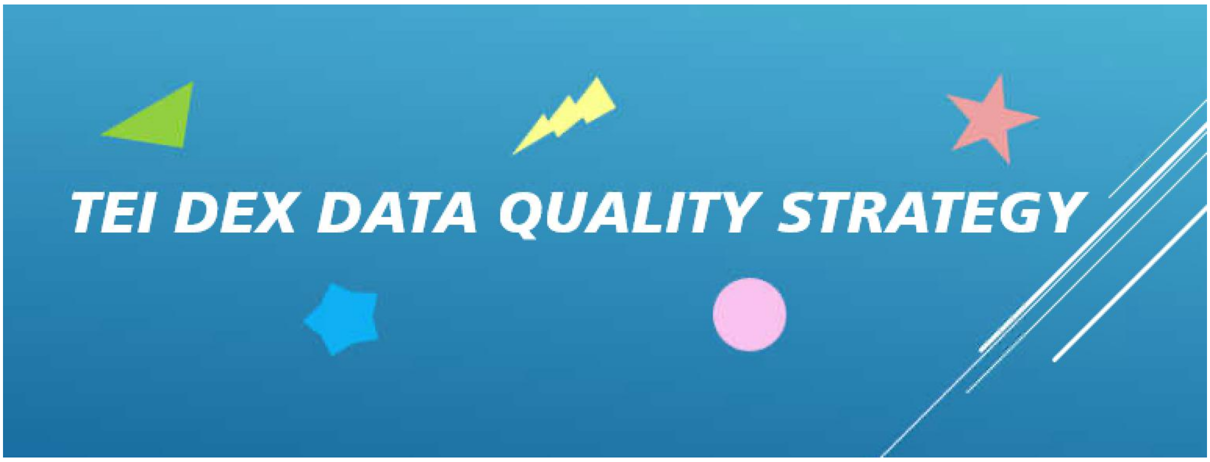
The quality of TEI data has significantly increased, however there are some important learning areas with lower levels of reporting, including:

- Household composition
- Homelessness status
- Disability status
- Aboriginality and/or Torres Strait Islander status
- Reasons for seeking assistance
- Referral sources

A good Client Intake Form can help collect this data and save everyone valuable time. See our example Client Intake Form for ideas on how you may adapt yours.

For the full TEI Minimum Dataset to report, please see the TEI Data Collection & Reporting Guide. This minimum dataset has been designed to help TEI organisations to only report data that is needed in the TEI program - which can save you time and maximise service delivery.

While all data fields with an asterix (*) or double-asterix (**) are mandatory, of course it is not mandatory for clients to provide this information, and practitioners must use a client-centred approach when collecting and reporting data.



DEX Blast # 4 - Reporting individual clients + Aligning your TEI documents

Welcome to the fourth of five "DEX Blast" articles to support the recently launched TEI Data Quality Strategy, which aims to improve the quality of data reported in the Targeted Earlier Intervention (TEI) program.

Reporting individual clients in DEX

Collecting and reporting individual client data provides you with significant value, including:

- demonstrating the impact of your work for stakeholders and in funding applications
- building your evidence for what is working locally, including your practice-based evidence
- adapting your service delivery in a timely way to meet changing local needs.

At a program level, aggregated individual client data, especially client outcomes, will be critical to the program evaluation that is about to commence, to show the impact of the program. The number of individual clients you report on DEX may vary for many reasons, such as:

- which Program Activities and Service Types you deliver
- circumstances impacting service delivery eg COVID, bushfires, floods.

The following percentages are a guide for the number of individual clients to report across your combined Service Types each 6-month reporting period (noting there is no penalty for not reaching these percentages):

- 25% for Program Activity 1: Community Connections
- 50% for Program Activity 2: Community Centres
- 50% for Program Activity 3: Community Support
- 100% for Program Activity 4: Targeted Support
- 100% for Program Activity 5: Intensive or Specialist Support

As valuable as individual data is, it must be collected in a client-centred way to prioritise client needs, rapport building and professional judgement. Also, resources should be proportionately allocated based on your capacity in order to prioritise service delivery and maintain data reporting.

How are we going in the Wellbeing and Safety stream?

In 2020/21, 52% of clients were reported under Targeted Support, and 89% under Intensive/Specialist Support. This shows we are doing well in Intensive/Specialist Support, and we can improve in Targeted Support, for example:

- If you run an activity under Program Activity 4: Targeted Support, such as an educational program in a school, and you know you won't be able to collect individual data then this would be better reported under Program Activity 3: Community Support.
- When a client does not provide consent for identifying information to be held in DEX, you can still report their demographic data and outcomes, but not their real name or street address. You can also:
    - use a pseudonym where a client does not wish to disclose their real name.
    - use an estimated year of birth where a client does not know or wish to disclose their date of birth.

How are we going in the Community Strengthening stream?

In 2020/21, 6.7% of clients were reported under Community Connections; 6% under Community Centres; and 21% under Community Support. This shows we can improve the percentage of clients reported under these program activities, however it is important to note:

- If you run large community events it may not be feasible to achieve 25% of individual clients overall under the Community Connections Program Activity. You may still be able to report 25% across other service types in this Program Activity though.
- If you're a sector development organisation delivering Community Sector Planning, Community Sector Co-ordination, or Education & Skills Training under Program Activity 1: Community Connections, you may report all clients (ie colleagues) as unidentified groups.
- If you deliver Information, Advice & Referral, you may be able to report demographic data when you are making a supported referral, as well as the reason for seeking assistance, referral out purpose and whether the referral out was internal or external.

For further information:

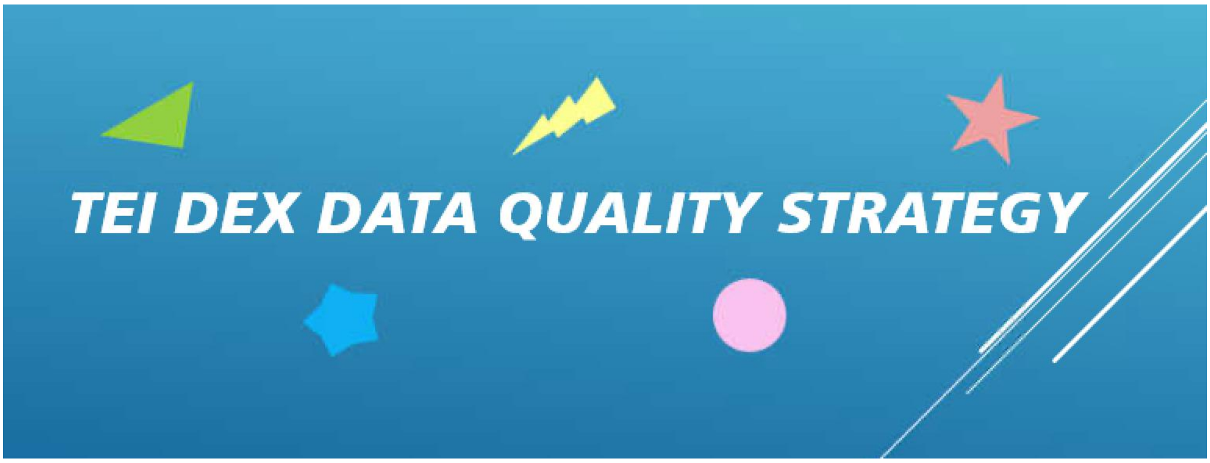
- [Using data in the TEI program](#) – To check your data quality and performance
- [Organisation Overview Report](#) - To filter individual and group clients using the 'Attendance and Sessions' sheet

Aligning key documents to increase data quality

Ensuring your TEI contract, Program Logic and Outcomes Matrix all align can save you a lot of time, prevent unnecessary reporting, and increase your data quality.

To learn more about how to align your key documents, see the TEI Outcomes Alignment Tool.

DCJ has engaged Fams to assist TEI services, so if you require further support please speak with your CPO and contact Fams at info@fams.asn.au.



DEX Blast # 5 - Improving outcomes reporting using SCORE

Welcome to the fifth of five **"DEX Blast"** articles to support the recently launched TEI Data Quality Strategy, which aims to support the sector to report high quality data reported in the Targeted Earlier Intervention (TEI) program.

In DEX, outcomes are reported using SCORE, which stands for "Standardised Client / Community Outcomes Reporting". Outcomes are measured by completing an initial assessment on a 1-5 scale, and then completing a follow-up assessment to create a pair of SCOREs. The difference between the initial and subsequent measures may be positive, neutral or negative, and they are all useful for learning about the impact of service delivery.

When reporting community outcomes for an unidentified group of clients, you can either report paired SCOREs or a single Community SCORE. A single SCORE might be preferable at a community event or one-off information session. You can also report a single Community SCORE for multiple sessions when a different group of unidentified clients attend, such as a drop-in centre, breakfast club or weekly class.

Measuring what has changed for clients and communities following service delivery is critical for insight about your impact; for building your evidence of what is working locally; and for deciding how to allocate your resources. Importantly, outcomes data can also be aggregated at the District and Statewide levels to provide the sector with important context in TEI Annual Reports, and to help evaluate the TEI program.

The following information must match for the assessments to be paired in DEX, or it will display as partially assessed:

- Client ID (free text, or if blank a number is generated eg 001)
- Program Activity (eg Targeted Support)
- Service type (eg Education & Skills)
- Outcome type (eg Circumstances or Goals)
- Outcome domain (eg Physical health)

As a guide, the following proportion of outcomes are to be reported by each service provider over each 6-month reporting period - noting there is no penalty for not reaching these amounts:

- An initial and at least one subsequent Circumstances SCORE for at least 50% of individual clients, not unidentified clients (paired)
- An initial and at least one subsequent Goals SCORE for at least 50% of individual clients, not unidentified clients (paired)
- A Satisfaction SCORE for at least 10% of individual clients, not unidentified clients (single)
- One or more Community SCORE domains for majority of community or group activities with unidentified clients, not individual clients (single or paired).

By aiming to collect outcomes for this proportion of clients, the TEI Program will be in a strong position to demonstrate the impact of the program during the TEI Evaluation commencing in 2023.

Outcomes using SCORE should be assessed in the following order of preference - by the client; by the client and worker jointly; by a support person (eg a carer); by a worker. It is important for data quality that the same person who completes the initial assessment also completes the subsequent assessment(s).

TEI contracts and Program Logics may be streamlined to focus on one primary outcome per service type, rather than reporting on multiple secondary outcomes. Reporting on the main outcomes, rather than many outcomes is expected to improve data quality and reduce the administrative load on TEI services.

TEI contracts may also be updated where there are agreed changes to contracted outcomes or service types, for instance. Talk to your contract manager if you think amendments to your contract would help streamline DEX reporting for your service.

Outcomes should not be reported for the service type Info, Advice & Referral due to the short nature of this service delivery. This approach will increase learning about outcomes in more specific and longer-term Service Types, and be more helpful for evidence-building.

Did you know?

Currently about 80% of TEI services upload data directly in DEX, about 20% upload data using Bulk Upload, and about 5% use System-to-System transfer. These reporting options suit the range of organisations funded under TEI, and this breakdown is provided as it may be helpful for the sector and Districts to know where each service fits in the broader context.