Data Exchange – Quick Start Guide

This document is a quick start guide for accessing and using the Data Exchange. It is for the Targeted Earlier Intervention (TEI) program. TEI-funded service providers should follow the steps below to access the Data Exchange and start reporting.

1. Access training materials and resources

There is a range of training materials and resources available on the TEI website and the Data Exchange website. Read the following key documents to start:

- The Data Exchange Protocols: a manual that describes the Data Exchange and how services must use the platform
- Program Specific Guidance for State Agencies in the Data Exchange: practical information specific to the TEI program.
- The TEI Data Collection and Reporting Guide: outlines the minimum dataset for the TEI program and how TEI services should measure and report client information.

2. Subscribe to keep updated

- Subscribe to TEI Inform Newsletter to receive email updates from DCJ
- Subscribe to the Data Exchange to receive notifications and updates

3. Get your myGovID and link to RAM

Before you can access the Data Exchange you need to:

1. **Set up a myGovID account**

   myGovID is your digital identity that lets you prove who you are to access government services online.

2. **Link your myGovID to your organisation in Relationship Authorisation Manager (RAM)**

   Before you can get onto the Data Exchange, your organisation must be registered with RAM. The principal authority within your organisation needs to link your myGovID to your organisation in RAM. This enables you to access online government services on behalf of your organisation.

See the Getting onto the Data Exchange factsheet for detailed steps on how to set up your myGovID and RAM. Also see FAQs for myGovID and RAM.

4. Access the Data Exchange

Once you have your myGovID and are linked in RAM, talk to your Organisation Administrator for Data Exchange access. Organisation administrators can add new users to the Data Exchange. See the Add and edit a user task card.

When your organisation administrator has added you as a user, you can access the Data Exchange for the first time (see pgs. 5 – 9 in Getting onto the Data Exchange).

If your organisation does not have an organisation administrator, go to page 4 in Getting onto the Data Exchange. You will have to complete a User Access Request form.

5. Decide on an upload method

You can upload data to the Data Exchange three different ways:

1. System-to-system transfer
2. Bulk XML upload
3. Manual data-entry via the web-based portal

If your organisation is using options 1 or 2, technical specifications need to be sent to your IT specialist. Web services technical specifications and Bulk file upload technical specifications provide more information.

There is a staging environment for your IT vendor/specialist to test their coding before 'live' data is uploaded. This process can take some time, so do this early. Contact the Data Exchange helpdesk for more information.

6. Check your organisations consent and privacy practices

When you use the Data Exchange, there are consent and privacy principles that your organisation must implement. You must:

- Notify clients with the DSS standard notification on privacy
- Obtain consent to store personal information in the Data Exchange
- Obtain consent to participate in follow up research, surveys and evaluation

Review Using the Data Exchange: Consent and Privacy to ensure you adhere to these principles.

7. Create and manage outlets

Your organisation needs to create outlets to identify where your services are delivered. DSS need to approve these outlets – this can take up to 10 business days. See the following resources for help:

- Setting up Outlets in the Data Exchange
- Create and Manage Outlets
- Data Exchange Protocols, section 3.5

8. Check your organisations data collection processes

The TEI program has a minimum dataset that all TEI-funded organisations must collect and report on. The TEI Data Collection and Reporting Guide outlines these datasets (see Table 4 and 8). Also see:

- What information do I need to record in the Data Exchange?
- Example client intake form

Check your client registration/intake forms to ensure you collect all the right information.

9. Start entering data

Start creating cases, sessions and clients. We recommend you upload your data regularly so you can check its quality and evaluate your organisations performance.

There are two reporting periods per year: 1 July - 31 December and 1 January - 30 June. There is a 30 day close-off period to finalise your data. Once the close-off period ends, no changes can be made to the data.

For help setting up your cases, sessions and clients see:

- How do I set up my cases, sessions and clients in the Data Exchange?
- Add a case
- Add a session
- Add a client

See TEI Data Collection and Reporting Guide for more information on the TEI reporting requirements.

10. Measure and report client outcomes

We can report client outcomes in the Data Exchange using SCORE. SCORE stands for Standardised Client/Community Outcomes Reporting.

See the resources below to get started:

- What is SCORE and how can I use it for the TEI Program?
- TEI Guide to Developing Surveys
- What is Community SCORE and how do I use it in the TEI Program?

Quick start checklist

Step	Action	Key Resources	✓
1	Access training materials and resources	TEI Data Exchange resources Data Exchange resources	☐
2	Subscribe to keep updated	Subscribe to TEI Inform Subscribe to Data Exchange	☐
3	Get your myGovID and link to RAM	Getting onto the Data Exchange	☐
4	Access the Data Exchange	Getting onto the Data Exchange	☐
5	Decide on an upload method	Web services technical specifications Bulk file upload technical specifications	☐
6	Check your organisations consent and privacy practices	Using the Data Exchange: Consent and Privacy	☐
7	Create and manage outlets	Setting up Outlets in the Data Exchange Create and Manage Outlets	☐
8	Check your organisations data collection processes	TEI Data Collection and Reporting Guide	☐
9	Start entering data	How do I set up my cases, sessions and clients in the Data Exchange?	☐
10	Measure and report client outcomes	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?	☐

Further help

For help with MyGovID and RAM: call the support line on 1300 287 539

For Data Exchange support: 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.