



## 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
- 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:

#### a) Set up a myGovID account

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

#### b) 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. Set up your organisation in the Data Exchange

Before you can begin reporting, there are few things you need to do to set your organisation up in the Data Exchange:

### a) Check your program activities

Make sure your program activities in the Data Exchange, match those in your contract. If they don't, contact your DCJ contract manager to have them updated. See [Overview of the My Organisation section](#) to view your program activities.

### b) Opt in to the Partnership Approach

In the TEI program, it is compulsory to opt-in to the Partnership Approach. See [Update participation in the Partnership Approach](#) for instructions.

### c) Select 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. See [Upload Methods](#), [Web services technical specifications](#) and [Bulk file upload technical specifications](#) for 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. Create and manage outlets

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 these resources for help:

- [Setting up Outlets in the Data Exchange](#)
- [Create and Manage Outlets](#)

## 7. 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.

See [Privacy Information Sheet](#) for general guidance about privacy in the TEI program.

## 8. Check your organisations data collection processes

### a) What program activities and service types do you need to report under?

When you report in the Data Exchange, you need to make sure you use the correct program activities and service types. Review your organisations contract and make sure you understand what you're been contracted to deliver and the program activities and services you must report under.

### b) What information do you need to collect from clients?

The TEI program has a minimum dataset that you 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 adding cases, sessions and clients

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](#)

## 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?](#)
- [TEI Outcomes Matrix](#)

## 11. Access the Data Exchange Reports

You can access your data at any point in time. Log into the Data Exchange to see a series of reports that will show you how many clients you've seen, what activities they participated in and what outcomes they're achieving.

See the [Introduction and Access](#) taskcard for help accessing the reports.

See the [Filters](#) taskcard for help navigating the reports.

## Quick start checklist

Step	Action	Key Resources	✓
1	Access training materials and resources	<a href="#">TEI Data Exchange resources</a> <a href="#">Data Exchange resources</a>	<input type="checkbox"/>
2	Subscribe to keep updated	<a href="#">Subscribe to TEI Inform</a> <a href="#">Subscribe to Data Exchange</a>	<input type="checkbox"/>
3	Get your myGovID and link to RAM	<a href="#">Getting onto the Data Exchange</a>	<input type="checkbox"/>
4	Access the Data Exchange	<a href="#">Getting onto the Data Exchange</a>	<input type="checkbox"/>
5	Set up your organisation in the Data Exchange	<a href="#">Web services technical specifications</a> <a href="#">Bulk file upload technical specifications</a>	<input type="checkbox"/>
6	Create and manage outlets	<a href="#">Setting up Outlets in the Data Exchange</a> <a href="#">Create and Manage Outlets</a>	<input type="checkbox"/>
7	Check your organisations consent and privacy practices	<a href="#">Using the Data Exchange: Consent and Privacy</a>	<input type="checkbox"/>
8	Check your organisations data collection processes	<a href="#">TEI Data Collection and Reporting Guide</a>	<input type="checkbox"/>
9	Start entering data	<a href="#">How do I set up my cases, sessions and clients in the Data Exchange?</a>	<input type="checkbox"/>
10	Measure and report client outcomes	<a href="#">What is SCORE and how can I use it for the TEI Program?</a> <a href="#">What is Community SCORE and how do I use it in the TEI Program?</a>	<input type="checkbox"/>
11	Check out the Data Exchange Reports	<a href="#">Introduction and Access Filters</a>	<input type="checkbox"/>

## Further help

Contact	Type of Support
<a href="#">DSS Data Exchange Website</a>	Training resources for the Data Exchange
<b>DSS Helpline:</b> dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 (8.30am – 5.30pm Monday to Friday)	Technical issues with the Data Exchange web platform (NB: not myGovID or RAM)
<a href="#">TEI Website</a>	Training resources tailored to the TEI program
<b>TEI Inbox:</b> tei@facs.nsw.gov.au	TEI specific questions which are unavailable in existing resources
<b>myGovID and RAM support line:</b> 1300 287 539	Support for issues with myGovID and RAM
myGovID ' <a href="#">Need help?</a> ' webpage	Support resources for myGovID
RAM ' <a href="#">Help</a> ' webpage	Support resources for RAM