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This tool groups DEX resources so they’re easier to find

***In*DEX** *–* A handy index of

Data Exchange (DEX) resources for the

Targeted Earlier Intervention (TEI) program

(DECEMBER 2021)

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| About DEX | [Data Exchange Protocols](https://dex.dss.gov.au/document/81)[Program specific guidance for State Agencies in the Data Exchange](https://dex.dss.gov.au/document/476) |
| About TEI | [TEI program specifications](https://www.facs.nsw.gov.au/download?file=679896) - sets out the intended program outcomes, the program target group and examples of activities delivered under the program. The TEI program specifications form part of the contract.[TEI outcomes framework](https://www.facs.nsw.gov.au/download?file=679857) - underpins the whole TEI program and explains how we will work together to build evidence and improve outcomes.[Program Logic](https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/program-logic) - A program logic helps us link what we are doing, with why we are doing it. It provides a framework for monitoring and evaluating our service activities against the outcomes we want to achieve, and is an important step towards evidence-informed practice. Your program logic is a living document and should be updated as local priorities and service activities change. [The Agreement for Funding of Services, TEI Schedule](https://www.facs.nsw.gov.au/download?file=731563) – this is the link to the generic TEI contract template, but understanding what is in your unique contract is essential in preparing for what to report in DEX. |
| myGovID and RAM | [myGovID and RAM Frequently Asked Questions](https://dex.dss.gov.au/document/826)[Getting onto the Data Exchange](https://www.facs.nsw.gov.au/download?file=784962) – How to set-up myGovID, link users in RAM and access DEX.[myGovID and the Data Exchange](https://dex.dss.gov.au/document/316) - What is myGovID, who needs an myGovID, requesting access to the Data Exchange, myGovID compatible browsers, clearing your browser’s cache, errors, troubleshooting, lost or forgotten passwords, Stay Smart Online. |
| DEX set-up | [Data Exchange Quick Start Guide](https://www.facs.nsw.gov.au/download?file=785709) – Overview of how to access and start reporting on DEX.[Getting onto the Data Exchange](https://www.facs.nsw.gov.au/download?file=784962) – How to set-up myGovID, link users in RAM and access DEX.[Data Exchange System User Access Request Form](https://dex.dss.gov.au/dex-user-access-request-form) - For organisational staff to apply for access to the Data Exchange.[Setting up outlets in the Data Exchange](https://www.facs.nsw.gov.au/download?file=778253)[How do I set up my cases, sessions and clients in the Data Exchange?](https://www.facs.nsw.gov.au/download?file=773718) |
| Privacy and consent | * [Privacy Information Sheet](https://www.facs.nsw.gov.au/download?file=791474) - will assist TEI service providers to understand the privacy obligations in their contract.
* [Using the Data Exchange: Consent and Privacy](https://www.facs.nsw.gov.au/download?file=778320) - outlines the consent and privacy principles for using the Data Exchange.
* [Example client intake form](https://www.facs.nsw.gov.au/download?file=773717) - will assist TEI service providers to adhere to privacy obligations.
* [Information for clients about privacy](https://dex.dss.gov.au/document/536) - A plain English explanation of how privacy works within the Data Exchange. It explains how the Data Exchange protects a client’s personal identifying details.
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| TEI minimum dataset | [Data collection and reporting guide](https://www.facs.nsw.gov.au/download?file=727030) – explains how to link outcomes identified in program logics to DEX; how to measure and report client outcomes using SCORE; and reporting requirements (minimum dataset).[What information do I need to record in the Data Exchange?](https://www.facs.nsw.gov.au/download?file=773746) – provides examples of the minimum dataset for specific service types and how to measure and report client and community outcomes.[Example client intake form](https://www.facs.nsw.gov.au/download?file=773717) – example of how to collect the demographic information you need to report in the Data Exchange. |
| TEI Outcomes Matrix | [Outcomes Matrix](https://www.facs.nsw.gov.au/download?file=787490) - support TEI-funded service providers to measure and report client/community outcomes for the TEI program i.e. what questions will they ask or what tool will they use; when they will measure client/community outcomes; and who will measure client/community outcomesReal examples of measuring outcomes from service providers are found on [this page](https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/key-tei-resources). Below are two highlighted examples:* + [Sugar Valley Neighbourhood Centre – Outcomes Matrix](https://www.facs.nsw.gov.au/download?file=808025)
	+ [Sugar Valley Neighbourhood Centre – Client survey](https://www.facs.nsw.gov.au/download?file=808027)
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| Measuring and reporting outcomes (SCORE) | [TEI Outcomes Alignment Tool](https://www.facs.nsw.gov.au/download?file=823073) – this tool helps service providers and District Commissioning & Planning teams to accurately align TEI client and/or community outcomes agreed in a TEI contract, populated in a Program Logic and Outcomes Matrix, and reported in DEX.[Measuring outcomes in the TEI Program: E-learning modules](http://ngolearning.com.au/http-ngolearning-com-au-files-online-classroom-tei-story-html-2/) – online short course explaining:* + What client outcomes are and why it’s important to measure and report on them
	+ What SCORE is and how to use it
	+ What Community SCORE is and how to use it.

[What is SCORE and how can I use it for the TEI program?](https://www.facs.nsw.gov.au/download?file=776048) - a step-by-step guide to collect and report SCOREs for **individual** clients in DEX.[TEI guide to developing surveys](https://www.facs.nsw.gov.au/download?file=776047) – a guide on how to develop pre- and post-surveys to measure outcomes for individual clients.[What is Community SCORE and how do I use it in the TEI program?](https://www.facs.nsw.gov.au/download?file=778254) - a step-by-step guide on how to collect and report **Community** SCOREs for **groups of unidentified clients** in DEX.[Community Outcomes (SCORE) Fact Sheet](https://dex.dss.gov.au/document/796) - This fact sheet discusses: What is Community SCORE? Why is it important to measure a Community SCORE? How are Community SCOREs measured?[A partnership approach to reporting outcomes](https://dex.dss.gov.au/document/291) - A short summary of the benefits of collecting outcomes data. Note: all TEI services must sign up to the Partnership Approach.[Measuring outcomes: a beginner’s guide](https://dex.dss.gov.au/document/301) - A guide to the logic of outcomes, why outcomes reporting is important, and how to define outcomes suitable for your organisation.[How to use SCORE with clients](https://dex.dss.gov.au/document/296) – ‘How to use SCORE with clients’ is a document that lists possible client responses in the SCORE domains of CIRCUMSTANCE, GOAL and SATISFACTION. It can be used directly with clients.[SCORE Translation Matrix](https://dex.dss.gov.au/document/121) - Use this document to convert other measurement tools into SCORE (Standard Client/Community Outcomes Reporting). |
| Logging into DEX | [Log in to the Data Exchange web-based portal](https://dex.dss.gov.au/document/261) - This task card discusses before accessing the Data Exchange, and first time accessing the Data Exchange. |
| Bulk upload data | [Bulk File Upload Technical Specifications](https://dex.dss.gov.au/document/131) - The Data Exchange Bulk File Upload Technical Specifications is intended for organisations wanting to use bulk uploads to submit their data to the Data Exchange. The document provides technical details about the data format and system requirements, and are primarily aimed at IT managers, system developers and software providers. |
| System-to-system transfer of data | [Web Services Technical Specifications](https://dex.dss.gov.au/document/126) - The Data Exchange System-to-System Technical Specifications are for organisations wanting to use system-to-system transfers to submit their data to the Data Exchange. The document provides technical details about the data format and system requirements, and is aimed at IT managers, system developers and software providers. |
| Qualitative data reporting | The [TEI Data Collection & Reporting Guide](https://www.facs.nsw.gov.au/download?file=727030) (p38) provides guidance on reporting qualitative data. Qualitative data can provide important insights into our client’s experiences and the impact of our services. In the TEI program, it is NOT mandatory to collect and analyse qualitative data. Services should only collect qualitative data if they have somewhere safe to store the data (hard and/or soft copies); have the capacity to analyse the data; will use the data to better understand client needs and outcomes; will use the data to improve service delivery and design. More work is underway in this space. |
| Sector development | Sector Development organisations can use the [Optional Reporting Tool Template](https://www.facs.nsw.gov.au/download?file=787492) and [Optional Reporting Tool – Appendices](https://www.facs.nsw.gov.au/download?file=787491) to supplement their information recorded in DEX. |
| DEX reports | [Access, Explore and Export your Data Exchange Data](https://www.facs.nsw.gov.au/download?file=809660)[Using data in the TEI Program](https://www.facs.nsw.gov.au/download?file=809662) – a guide for providers and DCJ Commissioning and Planning Officers to use data to demonstrate performance against TEI contract/s; identify and fix data quality issues; and includes a check list to prepare for contract management discussions[Using data to improve our services](https://www.facs.nsw.gov.au/download?file=809664) – a guide on how to use data to inform decisions about service delivery to understand client needs; understand and improve client outcomes; understand client pathways; and plan and forecast future service delivery[The NSW TEI Activity Report](https://www.facs.nsw.gov.au/download?file=809665) – a guide on how to use this report to keep track of key performance measures; clearly understand who our clients are and what they need, in real time; and understand what activities are effective and what outcomes they contribute to identify key data quality issues[Recording alternate forms of service delivery](https://dex.dss.gov.au/document/906) - This fact sheet provides information to assist organisations on how to record telephone, virtual or remote service delivery in the Data Exchange. |
| Data quality | [The importance of data quality](https://dex.dss.gov.au/document/516) - Tips to help you avoid data entry errors on the Data Exchange. |
| DEX webinars | [Webinar 1: Introduction to the Data Exchange](https://www.facs.nsw.gov.au/download?file=797912)[Webinar 2: Getting onto the Data Exchange](https://www.facs.nsw.gov.au/download?file=797913)[Webinar 3: Set up your organisation and create outlets](https://www.facs.nsw.gov.au/download?file=797915)[Webinar 4: Consent and Privacy](https://www.facs.nsw.gov.au/download?file=797916)[Webinar 5: Creating Cases, Sessions and Clients](https://www.facs.nsw.gov.au/download?file=797917)[Webinar 6: Creating Cases, Sessions and Clients in the Community Strengthening Stream](https://www.facs.nsw.gov.au/download?file=797918)[Webinar 7: Creating Cases, Sessions and Clients in the Wellbeing and Safety Stream](https://www.facs.nsw.gov.au/download?file=797919)[Webinar 8: Creating Cases, Sessions and Clients for Sector Coordination and Planning](https://www.facs.nsw.gov.au/download?file=799832)[Webinar 9: Measuring Outcomes – SCORE for Individual Clients](https://www.facs.nsw.gov.au/download?file=797920)[Webinar 10: Measuring Outcomes – Community SCORE](https://www.facs.nsw.gov.au/download?file=797921) |
| Local data | [Local data packs](https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/understanding-need-in-your-local-area) - select your local district to access data about your area. You can use this data to develop your program logic. |
| Need help? | Contact your contract manager in the first instance.TEI mailbox – TEI@dcj.nsw.gov.au. Contact us if your DEX or TEI question can’t be answered locally.DEX Helpdesk – 1800 020 283, dssdataexchange.helpdesk@dss.gov.au. Contact the helpdesk for technical DEX questions. |

## Key resources on TEI Website - <https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/key-tei-resources>