SETSCoP DEX Q&A Factsheet

This factsheet is based on responses from Department of Home Affairs (the Department) and the Data Exchange Team at the Community Grants Hub in Department of Social Services on issues raised by SETSCoP members. This factsheet is a simplified version of responses and easy reference guide in Q&A format.

For more information and to see direct responses from the Department, view the [DEX and reporting considerations raised through SETS Community of Practice.]

1. What demographic data do I need to collect when providing client services online?

The Data Exchange team have developed a [Fact Sheet] that shares how services delivered online, by telephone, email and/or postal services, should be recorded in DEX.

2. What should I do when it's difficult to collect individual demographic information (e.g. when it's not possible to capture individual data in an online group session)?

If you are unable to collect individual client details due to method of service delivery, you can record them as unidentified clients. The Department also recommends you advise your FAM of any significant changes to service delivery by the Activity Workplan Report, to help them understand why your numbers of unidentified clients may have increased.

3. What should I do when a community leader who is engaging on behalf of their community is hesitant to provide their individual demographic details?

Community leaders should be:

- Informed about why you are asking for this information (i.e. requirement, helps support your work) and what it'll be used for (i.e. helps to identify trends at a national level).
- Informed that demographic information such as their country of birth, language spoken at home and residential information provides valuable information to the Department of which ethno-specific communities are being supported and identifying trends.

Note:

Where services are delivered directly to individual community leaders, it is expected that only **5%** of clients be recorded as **unidentified** clients in each reporting period. Where community leaders are representing communities, it is expected that **25-40%** of clients or less should be recorded as **unidentified** clients in each reporting period.

See [Program Specific Guidance] for more information.

4. **How should I record a community leader who has been in Australia for over 5 years but is supporting community members who have resided in Australia for under 5 years?**

You should report support provided to community leaders who support community members who have lived in Australia for under 5 years, even if the community leader themselves have been in Australia for more than 5 years.

See Program Specific Guidance for more information.

5. **How can I report on volunteer engagement as it can't be captured through DEX?**

As the purpose of DEX is to record services delivered to and outcomes achieved by the primary client cohort rather than administrative effort, organisations can report volunteer engagement through their Activity Work Plan Reports rather than on DEX.

6. **How is DEX data used?**

Data collected on DEX helps to tell the 'story' about program outcomes and demonstrates:

- How much is being done?
- How well is it being done?
- Did we achieve what we expected?

Articulating the outcomes achieved enables Government to better understand the complexities of a program and the people it is aiming to support.

SCORE has greatly contributed to the Department being able to:

- better understand what levels of service leads to the best outcome
- assess the gains made by a program
- understand where more effort or investment needs to be made
- better understand a client's pathway and the services they access
- gain insights into what works and what isn't working in terms of service delivery for continuous improvement

7. **Where can I find the operational definition of reported 'income'?**

The Data Exchange Protocols states on p. 25 that the approximate gross income relates to the client's gross income (earnings before tax) and relates to the individual client rather than the household.

8. What is the age bracket for reporting children on DEX?

There is no age limit or bracket for reporting children in DEX. Clients of all ages can have data recorded on DEX. You need to be mindful of how to collect consent from children if their personal information is being reported on DEX.

9. Where can I go for support with scoring or other DEX data entry queries?

The Data Exchange Helpdesk can be reached on 1800 020 283 or by email (dssdataexchange.helpdesk@dss.gov.au) for support. Alternatively, the resources on the DEX website may also be useful.

10. How can I record some additional work that is completed in CCB (i.e. work with community leaders, relationship building with communities and other stakeholders) that is not currently captured in DEX?

Work with community leaders and other stakeholders can be captured by recording the individual details of the leader and the instances of services (sessions) delivered to them, which include advocacy/support, community engagement, education and skills training, governance and mentoring/peer support.

Changes occurring as a result of this engagement (the outcomes) can be captured using SCORE.

The Activity Work Plan Report also provides an opportunity to report on a range of qualitative aspects of SETS service delivery.

Please refer to the Program Specific Guidance for SETS CCB for more and contact your FAM if you have any further suggestions of work being undertaken with leaders that is not currently reflected in the SCORE outcomes.

11. How should I record ‘check in’s’?

Recording depends on the nature of the service. If a client is pre-existing client with their full details on a client record, you can attach a session to their record, using a service type that describes the type of service delivered.

If you are providing a check-in for group clients and only have the client’s name, they will come under unidentified clients.

If you are doing a lot of check-ins in one day or week, you can create a case called ‘Check-in’ and create sessions for either the day or week, and all unidentified clients could be attached to that session.

12. How can I record data for a client who has presented with a range of issues?

You can only select one service type per session and should select the most dominate issue. However, you can record SCORE assessments across as many domains that are relevant to the session.

13. How can I define and score a low- or medium-intensity client?

As per the Program Specific Guidance:

Low-intensity client: someone who requires minimal assistance to meet their settlement needs and achieve their goals. They engage with SETS only once or at infrequent intervals. They may not see the same caseworker. This includes warm referrals where possible.

Medium-intensity client: someone who requires greater support as identified in the individual needs assessment. A case worker is generally assigned to the client to ensure continuity of support, a case plan developed, responsibilities and timeframes to achieve outcomes are identified, warm referrals to other services are provided and regular contact with the client is given until their needs are met.

14. How often should I undertake SCORE assessments?

At least two SCORE assessments need to be conducted for a client (one at the start of service delivery and the other at the end). SCORE assessments however, may be conducted more often at the discretion of the SETS provider. For example, a provider may wish to undertake a SCORE assessment every 3 months for a medium client who is being supported for over 12 months.

15. What constitutes good outcomes?

An outcome in relation to service delivery, is the change that occurs for a client(s) as a result of an interaction with a SETS provider. They demonstrate value and impact, and can be positive, negative or neutral, intended or unintended.

Negative outcomes do not mean organisations are delivering poor service, as a client's settlement journey is a complex process and there may be things that occur outside the provider's control.

The important thing is to accurately assess where a client is at the time you are doing the SCORE assessment.

16. What are the aims of SETS Client Services and CCB?

SETS Client Services and CCB aim to improve social participation, economic wellbeing, independence, personal wellbeing and community connectedness for SETS clients and communities. As part of this overarching goal, SETS providers offer activities that support some or all of these parts.

See the Program Specific Guidance for more details.

17. How can providers assess how they are tracking and identify areas of improvement?

The 4 different types of outcomes or components of SCORE (Circumstances, Goals, Satisfaction and Community), have a number of standard domains. SETS providers can track progress by conducting a SCORE assessment against domains that are relevant to the session.

Another way to track progress and identify areas for improvement, is by reaching out to your FAM. FAMs conduct 6 monthly assessments and provide feedback about areas of data quality that need improvement.

Lastly, the DEX report functionality allows providers to see their data summarised in graphs, charts and tables. Reports provide information such as:

- how many people have accessed their services
- the types of services delivered
- the demographics of the people accessing services
- the impact they are making

Evaluating reports provide valuable data to identify gaps, areas of improvement and achievements.

For more information and support please refer to:

- The Data Exchange Protocols
- Program Specific Guidance
- DEX website
- DEX Training
- Email the Data Exchange Helpdesk or call 1800 020 283
- Contact your SETS Funding Arrangement Manger (FAM) –for general reporting requirements for SETS

Other useful resources include:

- Using SCORE with a client
- Adding a SCORE assessment
- Measuring Outcomes: A beginner’s guide
- View and Edit a SCORE assessment
- SCORE – at a glance