

## **Questions and Answers on Data Exchange (DEX) - SETS CCB questions:**

### **Context**

DEX reporting is a key component of the Government's 2014 streamlined grants administration initiatives. DEX was introduced to focus on the collection of consistent data across all Government programs. Through the aggregated service delivery data items, government is seeking to build the evidence base regarding the effectiveness of client facing programs and service delivery approaches. SETS providers are also required to submit an annual Activity Workplan Report which is complementary to DEX reporting and was designed to capture qualitative reporting.

### **Q) Is there an opportunity to work with the Department on enhancing the data collection requirements and reporting system to be better able to capture community capacity building (CCB) work and enhance the quality of data?**

The DEX welcomes feedback on the system to identify opportunities to make it more user friendly. If you have any feedback, please utilise the "provide feedback" button on the Data Exchange website.

Whilst The DSS DEX team are not currently planning any system changes, the team may have the ability to prosecute and adapt feedback and suggestions at a later time. The DEX team also publish monthly system updates if you would like to know what changes are being made.

If you would like to provide feedback on data collection requirements, please discuss this with your Funding Arrangement Manager, who will pass on feedback to the Department of Home Affairs.

### **Q) Key activities in CCB include stakeholder engagement and facilitating a range of network meetings. Is outlining this work in activity work plans only, sufficient to meet contractual requirements?**

DEX reporting is designed to capture information about clients receiving services under grant programs, as such stakeholder engagement activities and attending network meetings is not included. These activities are an important component of the SETS program and are expected to be reported on in Activity Work Plan reports.

### **Q) Does the Department have any recommendations that can assist SETS providers in how to capture quality data, use the DEX system and meet reporting requirements when working with community leaders and members under CCB?**

The Department of Home Affairs recommends that general issues related to best practice in capturing quality data and meeting reporting requirements for SETS – CCB be discussed at the SETS Community of Practice CCB sub- group which is designed to share information related to this component of the program.

Similar to all programs, it is recommended that providers submit data regularly (as opposed to just in January and July) as this ensures higher quality data by encouraging the regular resolution of data issues. These can be found earlier and addressed within sufficient time. It is also recommended that providers use the 'Organisation Data Quality' report to "health check" entered data and take the opportunity to address present or emerging issues

**Q) How is the Department working towards making DEX and its data policies more suitable for community programs such as SETS CCB?**

The information and fields in DEX are necessarily broad, as they need to apply to a wide range of program activities reported in the system. In light of this, Program Specific Guidance is developed for each program, including SETS – CCB.

This document provides practical and tailored information for SETS providers regarding data reporting expected including which service types to use and examples of activities that fit within each service type.

The Department appreciates any feedback on specific issues related to data entry in DEX for the SETS – CCB program. All feedback should be provided through provider’s Funding Arrangement Managers who will pass this on to the Department as required.

**Q) Would it be possible for DEX to have a function where providers can tick if the “client” they are entering data for is a community leader? This may assist in differentiating community leaders from settlement clients on DEX.**

There are no plans at this stage to make this kind of change in DEX, but we will take this feedback on board for future system design changes.

**Q) 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.

**Q) 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.

**Q) 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.