

DEX Q&A

Questions from the SETSCoP and responses from the Department of Social Services

February 2023

SETS providers presented a number of questions related to DEX at SETSCoP Subgroup Meetings in 2022. The Department of Home Affairs has shared responses from the Department of Social Services to four specific questions, which we hope to be of help to SETS providers across the country.

There are four prior resources on DEX available on the SETSCoP website that can also be helpful for DEX:

<https://setscop.org.au/dex/>

Furthermore, the SETSCoP is working with the Commonwealth Government towards further hands-on training and sessions on DEX for SETS providers in 2023.

Q1. How should young people who are participating in a group session, but do not have information on their visa subclass or date of arrival get recorded? If they are unidentified, the providers are being warned by contract managers that the numbers of unidentified clients are too high.

A1. Clients should be recorded as individual clients using the information they are able to provide. Clients should only be recorded as unidentified group clients when it is impractical to collect information about individual participants, for example in community outreach activities where many members of the general public may participate.

The minimum information needed to collect to create a client record in DEX is the priority dataset, which includes:

- first name
- last name
- date of birth
- address (at least suburb, state and postcode)
- indigenous status
- CALD status
- disability, impairment or condition status

In addition to this priority data, Home Affairs has identified that the following client level extended data items be collected:

- month of first arrival in Australia
- year of first arrival in Australia
- visa type
- ancestry

If the client does not know certain information (such as Visa type), the client record should be created with as much information as they are able to provide.

For more information, see the [DEX Protocols](#).

Q2. How should community leaders who are being supported through CCB work be recorded, due to their arrival being more than 5 years and the data being affected with increases in numbers of people who are over 5 years included?

A2. The Data Exchange Protocols program specific guidance for SETS Community Capacity Building states that clients can be 'leaders and representatives of new and emerging ethno-specific organisations, whose members have arrived in Australia in the last five years and/or who are from a culturally and linguistic background.' As such, SETS CCB organisations should be reporting support provided to community leaders who represent/support community members who have resided in Australia for under 5 years, even if the community leader themselves have been in Australia for more than five years.

Where leaders are receiving services under the program, even if they have arrived more than 5 years ago, DEX reporting should accurately reflect who services were provided to. Providers should record the community leaders in DEX with the correct date of arrival information.

Q3. Should those clients who are being supported by SETS workers who have arrived more than 5 years be reported? If so, how?

A3. Where clients are receiving services under the program even if they have arrived more than 5 years ago, DEX reporting should accurately reflect who services were provided to. Providers should record clients who have arrived more than 5 years ago in DEX with the correct date of arrival information.

Q4. How many post-SCOREs need to be recorded? Do the pre-SCOREs have to be re-reported each reporting period?

A4. As per the SETS' Program Specific Guidance a "client SCORE assessment is recorded at least twice – towards the beginning of the client's service delivery and again towards the end of service delivery. Where practical, you should also collect SCORE assessments periodically throughout service delivery." If a service delivery is longer than 6 months, then it is acceptable to have SCOREs span over these reporting periods, but if appropriate, consider entering a periodic score assessment as well.

The provider may choose to record additional SCOREs if they deem it appropriate. We often see additional SCORE assessments when clients work with the same provider over a number of years, to record changes over time. However, this is not a requirement of the SETS program.