Fact Sheet: DEX Partnership Approach

New Families and Children (FaC) Activity requirements from 1 July 2021

What are the new DEX requirements from 1 July 2021?

From 1 July 2021, all service providers are required to participate in the Data Exchange (DEX) partnership approach. This means all service providers must measure and report client outcomes and, if applicable, community outcomes. The department refers to this type of reporting as Standard Client/Community Outcome Reporting (SCORE). SCORE measures four types of outcomes: client circumstances, client goals, client satisfaction and community outcomes.

Service providers record SCORE data in two parts. The first part is an initial SCORE assessment, which a provider records against a session towards the beginning of service delivery. The second part is a follow-up SCORE assessment, which a provider records against a session towards the end of service delivery. A provider might record multiple follow-up SCORE assessments for a client or community at regular intervals to track how outcomes change over time.

When a provider reports initial SCORE data for a client or community, the department refers to this as a partial SCORE assessment. When a provider reports follow-up SCORE data for that same client or community, the department refers to this as a complete SCORE assessment.

Under the partnership approach, the department requires FaC Activity service providers to meet the following minimum requirements:

- 50 per cent of identified clients are assessed for circumstances outcomes.
- 50 per cent of identified clients are assessed for goals outcomes.
- 10 per cent of identified clients are assessed[1] for satisfaction.

At the review point (refer to separate fact sheet), the department will assess performance against the following targets:

- 80 per cent of clients with a complete SCORE assessment achieve a positive or neutral change in circumstances.
- 80 per cent of clients with a complete SCORE assessment achieve a positive or neutral change in goals.
- 90 per cent of clients with a complete SCORE assessment report positive satisfaction.
- 80 per cent of clients have complete demographic data.
- 90 per cent of Statistical Linkage Keys are valid.

[1] Client satisfaction is only measured at the end of service delivery.

Please note the department will **not** require providers to report extended demographics data (e.g. household composition, education, employment status, income, etc.).

Will there be a transition period?

The department understands that some service providers will need time and support to meet the requirements of the DEX partnership approach. For this reason, all service providers will have a 12- month transition period from 1 July 2021 to 30 June 2022 to build their capability, troubleshoot problems and work towards the targets stated above, which take effect from 1 July 2022.

What reports can my organisation access?

By participating in the partnership approach, providers report data on client and community outcomes and receive access to additional self-service reports, including:

- Service footprint report
- Resource planning report
- Community profiles report
- Client outcomes report

DEX guidance material

All service providers using the Data Exchange must be familiar with the following documents:

1. Data Exchange Protocols, which is a manual for understanding and using the Data Exchange.
2. Program Specific Guidance for Commonwealth Agencies in the Data Exchange (Program Specific Guidance document), which sets out the data that service providers in each grant program must report in the Data Exchange. **Note:** This document will be updated in **August 2021** to include the new requirements. In the meantime, relevant sections of the guidance will be updated and provided to providers by 1 July 2021.

What additional support is the department providing?

The department will develop additional capability support in consultation with providers. Consultation will commence in the second half of 2021.

The department publishes fact sheets, task cards, webinars and e-learning modules on the Data Exchange website to help service providers set up and perform different functions in the Data Exchange.

For additional support, service providers can contact the Data Exchange Helpdesk.

How does the department use DEX data?

The department uses data in the Data Exchange, in conjunction with other sources such as Activity Work Plan (AWP) Reports, to monitor and report on the effectiveness of grant programs and inform future policy and decisions of the Australian Government.

The data helps the department understand what is being done, how well it is being done and whether the department and service providers are achieving what we expected.

This helps the department publicly report on the performance of programs and advise the Australian Government on how to better meet the needs of people experiencing vulnerability and disadvantage.