Data Collection and Reporting
Guide for the Family Connect and Support program

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Introduction

This document outlines the data collection and reporting practices for the Family Connect and Support (FCS) program in the Department of Communities and Justice (DCJ).

It provides an overview of:

- the Data Exchange
- the reporting requirements for the FCS program
- consent and privacy obligations
- how to measure and report client outcomes
- using qualitative data in the FCS program
- using data to improve service delivery and client outcomes

This document should be read in conjunction with:

- the Data Exchange Protocols
- the FCS Weighted Referral Tree
- your Service Level Targets document
- the FCS Program Specifications
- your Human Services Agreement (contract)

The Family Connect and Support Program

The Family Connect and Support Program is a referral service for families experiencing vulnerability. FCS aims to link families to the right services and supports before their situation escalates and there is a need for a statutory response. FCS works with families to increase their confidence and internal resources and address underlying issues that impact their wellbeing. It also provides a soft entry point into the service system, helping families to navigate and access the right supports at the right time.

FCS is a NSW-wide service. It is primarily for families with identified concerns that fall below the threshold of statutory child protection intervention.

The FCS program consists of: initial and comprehensive assessment, practical advice and information, short-term case planning and coordination, warm referrals, active holding, flexible brokerage and family led decision making.

FCS supports the overarching NSW government direction to invest early in services for vulnerable children, young people and families.

The Data Exchange

The Data Exchange is the data reporting platform for the FCS program. It is a web-based platform hosted by the Department of Social Services (DSS).

The Data Exchange will support DCJ and FCS-funded services to work together to deliver quality services and achieve client and community outcomes. We can use the data reported in the Data Exchange to:

- monitor performance and progress
- have a clear understanding of the FCS client base
- track client pathways through the service system
- measure the impact we have on client and community outcomes
- be responsive to changing local needs

Over time, the Data Exchange will help build a robust data set and a strong evidence base for the FCS program. The Data Exchange will inform continuous improvement and help us to evaluate the FCS program.

Family Connect and Support reporting requirements

In the Family Connect and Support (FCS) program, reporting in the Data Exchange is mandatory from 1 February 2021.

All FCS service providers are required to report data through the Data Exchange in accordance with The Data Exchange Protocols and this document.

Service providers must report their FCS service delivery outputs and client outcomes in the Data Exchange. This will enable us to monitor performance to ensure service providers are meeting their contractual obligations. It will also help service providers understand whether their activities have a positive effect on clients' lives.

Reporting periods and deadlines

In the FCS program, all service providers are required to report to DCJ on a quarterly basis. Service providers will have 15 days to upload their data into the Data Exchange for each quarter (see Table 1 for due dates).

Table 1. FCS Reporting Periods

2022	Due date	2023	Due date
February – March*	15 April	January - March	15 April
April – June	15 July	April – June	15 July
July – September	15 Oct	July – September	15 Oct

2022	Due date	2023	Due date
October - December	15 Jan 2023	October - December	15 Jan 2024

*This quarterly reporting period has been adjust to accommodate mandatory reporting starting in February.

Data Exchange system closures

While FCS providers need to submit their data in line with the above quarterly reporting periods, the Data Exchange is open for reporting for two 6-monthly periods throughout the year (see Table 2). Each 6 month period is followed by a 30-day closing period.

Service providers must ensure all their data has been entered and finalised before each closing period ends. After a closing period ends, the Data Exchange automatically closes and no longer accepts uploads for that reporting period.

Table 2. Data Exchange system closures

Reporting period	Closing period
1 January – 30 June	Ends 30 July
1 July – 31 December	Ends 30 January

If you miss these deadlines, you can submit a System Re-opening Request form to DSS.

Requests to re-open the system are only accepted if your organisation has experienced a crisis or event outside of your control (e.g. natural disaster) that has impacted your ability to enter your data. Internal governance issues, staff changes, lack of time etc. are not valid reasons accepted by DSS to re-open the system.

You should consult with your DCJ Commissioning and Planning Officer (CPO) before submitting a request.

Need help accessing the Data Exchange?

See Getting onto the Data Exchange for detailed steps on how to access the Data Exchange platform.

To access the Data Exchange, you must:

a) Set up a myGovID account: myGovID is your digital identity that lets you prove who you are to access government services online.

b) Link your myGovID to your organisation in Relationship Authorisation Manager (RAM)

c) Request access to the Data Exchange

Entering data in the Data Exchange

Service providers can enter data at any time within a reporting period and are encouraged to do so regularly. Frequent reporting will assist service providers to access data regularly to inform continuous service improvement.

Service providers can enter or upload their data in three different ways (see Table 3).

Table 3. Data entry methods

System-to-system transfers	Service providers with their own client management system capable of pushing data via web services through to the Data Exchange can continue using this software to collect and transfer their data. Service providers will need to update or adjust their system in accordance with the Data Exchange Web Services Technical Specifications.
Bulk file upload	Service providers with their own client management system capable of creating and exporting XML files can continue using this software to collect and transfer their performance data. Service providers will need to update or adjust their system in accordance with the Data Exchange Bulk File Upload Technical Specifications.
Enter data directly via web platform	Service providers can use the Data Exchange web-based portal to manually input their data. The web-based portal can be used as a basic case management system, although it only allows for data that is relevant to reporting. This option is available to all service providers.

All service providers, regardless of their upload method, will have access to the Data Exchange platform directly. This is useful for service providers with their own client management system who may need to enter or correct some data via the Data Exchange portal directly.

Need help getting started?

See the Quick start guide to the Data Exchange. This includes 11 key steps service providers should follow to access and start using the Data Exchange. It also includes a check list to keep track of your progress.

The FCS Minimum dataset

In the FCS program, there is a minimum dataset that all service providers must report. This dataset includes client details and demographic data, service delivery data and client outcomes data.

The FCS Minimum Dataset ensures enough information is collected to support continuous improvement of the FCS program.

See Table 4 for a full list of the data that must be reported in the FCS program. See Appendix 2 for a full list of the data fields and field values to be completed or uploaded into the Data Exchange.

Priority Requirements

In the Data Exchange, there is a small set of mandatory data items. These data items are marked with a red asterisk * in Table 4.

These data items capture the demographics of clients, how often clients attend services, where they attend and what services they receive. They also include client consent information.

For cases and sessions, it is mandatory that we provide this information. You cannot create a case or session if this information is missing.

For individual clients, it is mandatory that we ask clients these questions. If clients do not provide this information you can leave the field blank or indicate that a response has not been given.

The Partnership Approach

The Partnership Approach is an extended dataset that services providers can report. In return, they are given access to extra self-service reports.

In the FCS program, it is mandatory for all service providers to participate in the Partnership Approach. The data items they must report are marked with two asterisks ** in Table 3. They include some demographic data, referral data and client/community outcomes data.

Service providers must manually opt into the Partnership approach. This is completed via the Data Exchange portal: Update participation in the Partnership Approach.

Note: All service providers have the option of recording additional data in the Data Exchange. For example, you can record a service setting or if an interpreter was present during a session. You can also record additional extended demographics. See the Data Exchange Protocols for a full list of the data that can be reported.

This additional data is **NOT** mandatory for the FCS program. At a minimum, service providers just need to report the information in Table 4.

Table 4. Family Connect and Support Minimum Dataset

Service Delivery Information	Client Details and Demographics	Client Outcomes and Satisfaction**
Cases: • Case ID • Outlet* (location) • Program activity* • Clients attached to the case • End date • Referral source** • Reasons for seeking assistance** • Client exit reason** **Sessions:** • Session ID • Session date* • Service type* • Service setting • Interpreter present • Amount of assistance provided* • Client/support persons attended • Referral type** • Referral purpose**	**For individual clients only:** • Client ID • Given name* • Family name* • Name provided is pseudonym • Date of birth* • Estimated DOB • Gender* • Residential address* • Country of birth* • Main language spoken at home* • Aboriginal and Torres Strait Islander identification* • Disability, impairment or condition* • Consent to store personal information in the Data Exchange* • Consent to participate in research, surveys and evaluation* • Employment status** • Highest level of education/qualification** • Homelessness indicator** • Household composition** • Main source of income** • Visa type** • Is client a carer?** • NDIS eligibility**	Every individual client should be given the opportunity to complete the FCS Client Survey. See Appendix 3 for a copy of the survey
*These are part of the Data Exchange's priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions. **These are part of the Data Exchange Partnership Approach. In the FCS program we ask that, when relevant, services record this additional data. If a client does not answer, it is acceptable to leave blank.		

Program Activities and Service Types

In the FCS program, there is one program activity that all your work must be reported under:

- Program Activity: Family Connect and Support

Under this program activity sits 8 different service types (see Table 5). Service types are the activities you deliver directly to clients.

You will already have identified service types in you contract. If you want to change or increase the service types being delivered to clients, speak with your contract manager.

Table 5. FCS Service types

Service Type	Definition
Active holding	Where an outbound service is at capacity or not yet accessible, FCS service providers will maintain contact and provide support to the client family. The active holding service type will act as a time stamp for when the client enters and exits active holding. A session should be created when the client is first placed under active holding. A second session will be created when the client comes out of active holding. This service type should not be used to record services to the client while they are in active holding. The service type that describes the support provided should be used (e.g. Brokerage, Info/Advice/Referral). No time input is necessary.
Brokerage	Support given in the form of brokerage to assist clients with their immediate needs. A session is created when a family is given practical assistance. This could include purchasing services or goods to address the immediate needs of clients. Cost input and time input is necessary. Time spent on a case in support of administering brokerage should also be counted here. This includes research into the most appropriate mechanism to distribute brokerage.
Case plan completed	Session is created to indicate that a case plan has been developed for a client. This service type does not record services provided to the client, but acts as a timestamp to indicate if and when a case plan was developed. No time input is necessary.
Family capacity building (Family led decision making)	Family Capacity building: FCS provider brings together family members (including extended family and kin) and/or other members of a family's informal support network to discuss presenting issues,

Service Type	Definition
	needs and strengths, and jointly develop a family centred and led plan that supports the family to achieve their goals. Also include case conferencing meetings with the family's service providers to facilitate coordination of service provision. Time input is necessary.
Family group conferencing	Family group conferencing will be offered to family where it is identified that family resources exist within the broader family and kinship network that with some assistance, could be strengthened to address and resolve family need. FGC must be professionally accredited. Time input is necessary.
Information/advice/ referral	Accessible, timely and culturally appropriate service information and referral. Front line staff providing immediate and thorough assistance to clients and addressing their needs prior to any significant assessment being undertaken. Referrals (including warm referrals): Supporting client families by connecting them with the service system/arranging services, and conducting follow up with the family and/or service provider referred to. Referrals can be internal or external. The time spent on a case in support of achieving this service type should also be counted here. This includes, but is not limited to: researching available services for a client family, advocating to another service provider/organisation for the client family to receive a service, travel time to visit a client family to discuss referral options or other time spent communicating with clients or outbound referral agencies about a referral. Time input is necessary.
Intake/assessment	Initial or comprehensive assessment of a client's strengths and needs. Time spent on a case in support of completing the intake/assessment should also be counted here. This includes, but is not limited to: conducting a risk assessment, exchanging information (under chapter 16a), liaising internally (case consultations) or with other agencies or service providers to assist in the assessment. Time input is necessary.
Referral received	Session to be created when the FCS provider receives a referral for client. This service type does not record services provided to the client, but acts as a timestamp to indicate when the FCS service received a referral for the client. No time input is necessary.

Who is a client in the FCS program?

A client is any person who receives a service as part of the FCS program that is expected to lead to a measurable outcome.

In the Data Exchange, we can record clients in two different ways: individual clients and unidentified group clients.

In the FCS program, all clients will be recorded an individual clients. FCS provides face-to-face support (including online or digital interactions) where clients are known to the service. As such, no unidentified clients should be recorded for this program.

Individual clients must have a client record in the Data Exchange. Their client record stores their personal and demographic information. Their client record is attached to the cases and sessions they attend to indicate the services they received.

Recording children in the FCS program

A child is considered a client if they directly receive a service that is expected to lead to a measurable outcome. This means a child should only be attached to session if:

- they were present while a service was being delivered or
- the service delivered was targeted at the child

Creating client records in the Data Exchange

See the below resources for step-by-step instructions on how to create, find and edit client records in the Data Exchange:

- Add a client
- Find and edit a client

Outlets

In the Data Exchange, an outlet is a location where a service took place or where staff travelled from to deliver a service.

When you record your activities in the Data Exchange, you need to identify where the activities were conducted. To do this, you must create outlets.

The outlets you create will depend on where you deliver your services and if your organisation has multiple contracts. Outlets must also reflect the locations identified in your contract.

How do I create/edit an outlet?

A DSS task card explains how to create and manage outlets. Please read this document for support. When you create an outlet, you need an:

- outlet name
- street-level address.

You must assign program activities to your outlet – you cannot use them until you have done this.

Only organisation administrators can create outlets. If you cannot see the + Add Outlet button, this is because you are not an organisation administrator. You need to find the person in your organisation who gave you access the Data Exchange. They can create outlets for you.

Once you have created/edited your outlets, DSS needs to approve them. This can take up to 10 business days. DSS will notify you when your outlets have been approved.

Note: Only organisation administrators can create and manage outlets in the Data Exchange.

Need help understanding how to set up your outlets?

For more information about how to set up outlets see:

Create and manage outlets

Setting up outlets in the Data Exchange

Service providers cannot begin reporting until they have set up their outlets.

Cases and Sessions

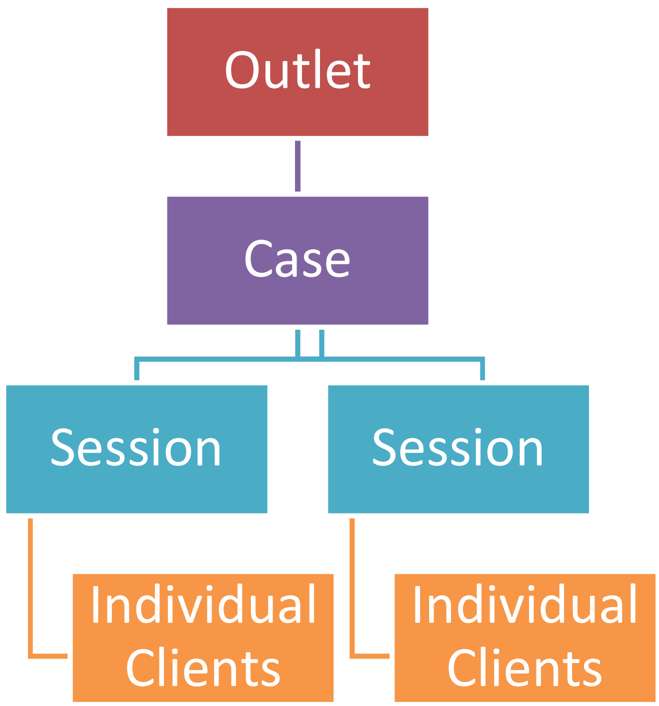
Case and sessions must be created to report the activities you deliver.

Cases act as containers – they group your sessions together. Cases link client and session data to location and program activity data.

A session is an individual episode of service (e.g. intake and assessment, brokerage). Sessions are stored within cases. You can have an unlimited number of sessions within a case. Sessions tell us what activity was delivered, when and to whom.

Cases, sessions and clients are all interconnected in the Data Exchange (see Figure 1).

Figure 1. Outlets, Cases, Sessions and Clients



Creating cases and sessions in the FCS Program

In the FCS program, cases and sessions will be set up two different ways. The method you use, will depend on the intensity of the service provided.

For clients who receive response types 1-4, a case should be created for each family/client (see Figure 2). A session will be created each time you meet with and support the family/client. You should select the service type that best describes the support given to the family. All individual clients who have received service should be attached to the case and relevant sessions.

Figure 2 provides an example of what your sessions might look like for different response types (RT 1-4) and different families. Figure 2 shows that for each case, individual sessions are created each time a service is delivered. Multiple sessions sit under a case. The individual sessions have the following information: session ID, session date, service type (for example intake and assessment; or information, advice and referral). All cases managed by a service provider will usually sit under the same outlet. The outlet is the physical location of service delivery. In the FCS program, it is the shopfront of each service provider.

Client families who receive a service in an outreach setting (response type 4), will be identified through the 'service setting' option. All other response types (1-3) will be determined through the total time spent on a case.

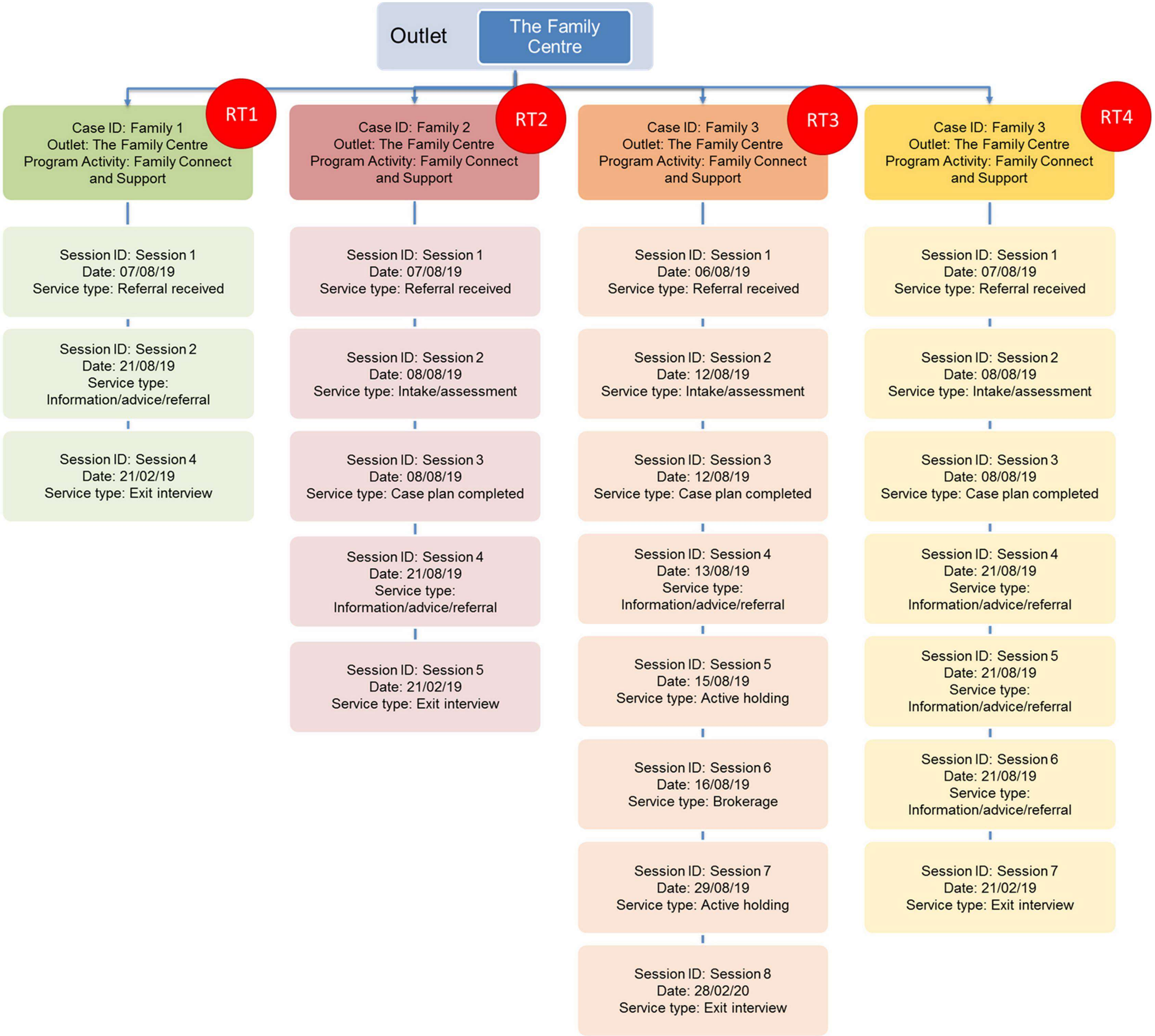
Understanding which service types to use

Please note Figure 2 is an example only – different or additional service types may be used for each response type depending on the needs of your clients. Service providers should refer to the FCS Program Specifications for details about when to offer/provide different services.

To help your staff understand which service type to select when they enter their data, we recommend you ensure all your staff have a copy of the complete list of service types.

See Appendix 2.

Figure 2. Recording response types 1-4



Information about creating cases

- A case can only have one outlet. You must create a new case if a service is provided in a different location.
- You must add at least one session to a case. A session must be added for clients to be counted in reports. A case can contain an unlimited number of sessions.
- Cases can operate over multiple reporting periods.

Information about creating sessions

- At least one session must be added to a case. A session must be added for clients to be counted in reports. You can have an unlimited number of sessions.
- At least one client must be attached to a session for a session to be counted in reports.
- You cannot create sessions for future dates. For example, on the 2nd of August, you cannot create a session for the 6th of August. You can only create sessions for the current date or a past date.
- Attendees to a session can be clients or support persons.

Creating cases and sessions in the Data Exchange

See the below resources for step-by-step instructions on how to create, find and edit cases and sessions in the Data Exchange:

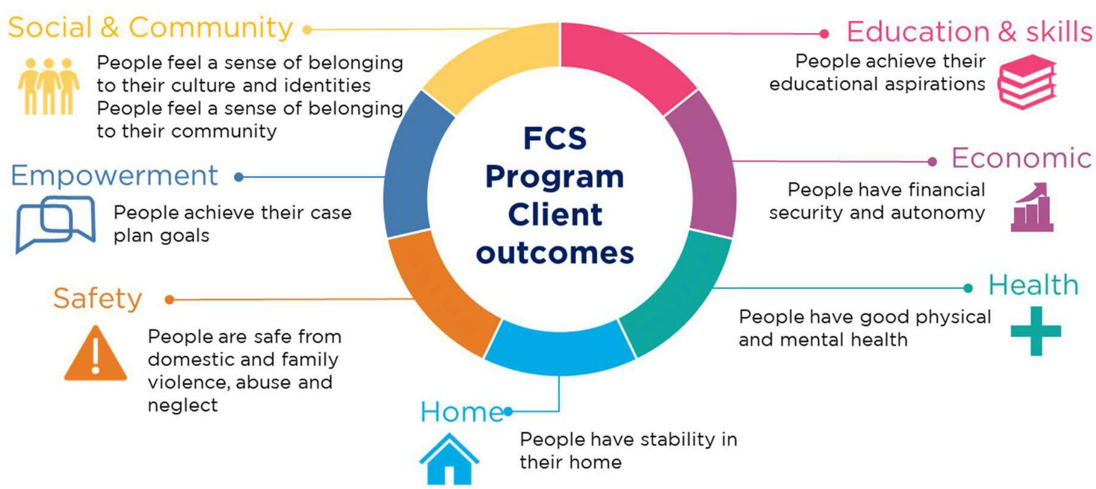
- Add a case
- Add a session
- Find and edit a case
- Find and edit a session

Measuring and reporting client outcomes

In the FCS program, client outcomes are the changes that occur for clients and communities as a result of service delivery. They can be changes in skills, knowledge, attitude, values, behaviours or circumstances.

There are 8 long-term outcomes the FCS program contributes to (see Figure 3). These outcomes capture what the FCS program aims to contribute to for children, young people, families and communities in NSW.

Figure 3. FCS Program Client Outcomes



The FCS program client outcomes align with the [NSW Human Services Outcomes Framework.]

Services funded under the FCS program sit within a diverse and complex human services system. FCS services contribute to outcomes for the families and communities they serve in many different ways. Often, the changes we see in our clients are the result of a collective effort across the service system.

To understand how the FCS program contributes to these outcomes, an evaluation of the FCS program will begin in 2022.. Service providers will be expected to participate in focus groups, fieldwork, and other activities determined by the independent evaluator.

What is SCORE?

SCORE stands for 'Standard Client/Community Outcomes Reporting'. It is an outcome reporting tool that helps report the impact of service delivery. In the Data Exchange, there are four different types of SCORE:

- **Circumstances SCORE**: measures changes in client circumstances.
- **Goals SCORE**: measures progress in achieving specific goals.
- **Satisfaction SCORE**: measures client satisfaction.
- **Community SCORE:** measures changes for groups or communities. Note, Community SCORE is not relevant to the FCS program and is therefore not used in FCS. It will not be discussed further in this guide.

Each type of SCORE has different domains that can be used to report client outcomes (see Table 6). Descriptions of these domains are in the Data Exchange Protocols.

Table 6. SCORE

SCORE	Domains
Circumstances SCORE	• Physical health • Mental health, wellbeing and self-care • Personal and family safety • Age-appropriate development • Material wellbeing and necessities • Community Participation and Networks • Family Functioning Financial resilience • Employment • Education and Skills training • Housing
Goals SCORE	• Knowledge and access to information • Skills • Behaviours • Empowerment, choice and control to make own decisions • Engagement with support services • Impact of immediate crisis
Satisfaction SCORE	• The service listened to me and understood my issues • I am satisfied with the services I have received • I am better able to deal with the issues I sought help with

SCORE uses a 5-point rating scale to report outcomes. In the FCS program, the scale is the same for each type of SCORE.

1 **Strongly Disagree**	**2** **Disagree**	**3** **Neither Agree nor Disagree**	**4** **Agree**	**5** **Strongly Agree**

Circumstances SCORE is used to report if a client's circumstances have improved and what kind of impact they have on the client's overall wellbeing. For example: does the client's housing situation negatively impact their wellbeing?

Goals SCORE is used to report a client progress in achieving their goals. For example: has the client been supported to achieve the behaviour change they desired ?

Satisfaction SCORE is used to report if clients are satisfied with the service they received. For example: does the client agree or disagree that the service listened to them and understand their issues?

How do the FCS program client outcomes align with SCORE?

Each of the 7 FCS program client outcomes can be mapped to one or more SCORE domains. For example:

- the FCS client outcome 'People have good physical and mental health' maps to the Circumstance SCORE domains 'Physical health' and 'Mental health, wellbeing and self-care'

The Goals SCORE domains sit across all the FCS program client outcomes. This means they could be used to report any of the FCS client outcomes.

Service providers do not need to collect and report data for every SCORE domain. When reporting in the Data Exchange, service providers must choose the domain(s) that are most relevant to the outcomes they are trying to achieve.

How many clients do I need to report SCOREs for?

In the FCS program, all clients should be given the opportunity to have their outcomes recorded. Baseline targets are identified in Table 7.

Table 7. Recording SCORE

Circumstances SCORE and/or Goals SCORE	An initial and at least one subsequent SCORE for 50% of individual clients
Satisfaction SCORE	At least 50% of individual clients, per reporting period

Please note:

- Services will not be penalised if they cannot meet the targets if a genuine attempt has been made to record client outcomes.

How can we measure client outcomes?

In the FCS program, service providers are to use SCORE directly as a survey tool. Clients can conduct a self-assessment with the survey, a copy of which is located at the end of this document.

Who can assess client outcomes?

Service providers should decide what is most appropriate for their service and their clients. See Table 8 for information about who can assess client outcomes.

Table 8. Who can assess client outcomes?

Use SCORE directly	An assessment can be completed by: • A client's self-assessment: a client can complete the FCS survey themselves • A support person (e.g. a carer): a support person can complete the FCS survey on behalf of or with the client. • Practitioner/worker's assessment: a practitioner talks to and observes the client and uses their professional judgement to determine a client's SCORE by completing the FCS survey. • Joint assessment between the client and practitioner: the client and practitioner work together to determine the client's SCORE and complete the FCS survey.

When should we assess client outcomes?

The approach you take will depend on the type of SCORE you use. See Table 9.

Table 9. When to asses client outcomes

Circumstance and Goals SCORE	Circumstance and Goal SCOREs must be recorded at least twice: 1. at the beginning of service delivery 2. at the end of service delivery or at regular intervals through service delivery, to track a client's progress Two SCOREs must be recorded to see a change in client outcomes. <u>SCOREs must be recorded against the same service type and the same questions asked each time</u>.
Satisfaction SCORE	Satisfaction SCOREs should be recorded at least once, towards the end of service delivery.

Please note:

- Try to conduct your first SCORE assessment at the beginning of service delivery, noting this may not always be possible. In circumstances where you need to build a connection with your client for them to feel comfortable, conduct the first assessment at the most appropriate time after service delivery has started.
- Conducting an assessment at the end of service delivery may not always be possible. Clients can leave services unexpectedly. You should take this into consideration when deciding when to conduct your assessments.
- The service type chosen to record the SCORE against will be at the discretion of the FCS worker. For example, a client may present to an FCS location, and after intake and assessment, the FCS worker determines this family will primarily be using the *Family Capacity Building* service type and proceeds to attach an initial SCORE assessment to this service type. At the end of service provision, the FCS worker will conduct the subsequent SCORE assessment (found at the end of this document), and attach the subsequent assessment to the same service type (in this example *Family Capacity Building*)). Service providers should avoid attaching a SCORE assessment to the Intake/Assessment service type, unless outcomes are achieved specifically from actions undertaken through this service type. In the majority of cases SCORE will not be applicable for the Intake/Assessment service type.
- For SCORE outcomes to be reported on correctly, the service type must match (called a "paired" SCORE). If the service type does not match, service providers will see a rise in unpaired SCOREs and we will be unable to determine if any change in SCORE was a result of service provision.
- The SCORE assessment is found at the end of this document. Only the questions applicable or relevant to each client family should be asked. This will be determined by the FCS worker. Please ensure the same questions are asked at the initial and any subsequent times.
- Recording of SCORE outcomes demonstrates the NSW Government is prioritising the reporting of outcomes for clients.

Consent and privacy

In the FCS program, all service providers must comply with the following legislation:

- Privacy and Personal Information Protection Act 1998 NSW (PPIP Act)
- Health Records and Information Privacy Act 2002 (HRIP Act)
- Privacy Act 1988

Clause 18 of the Human Services Agreement – Standard Terms includes your obligation to comply with this legislation.

All FCS service providers must:

- Obtain client consent to collect, store, use and disclose client's personal information
- Ensure clients are given a privacy notice that clearly describes why you are collecting their information and how it will be used
- Ensure that the information you collect is stored securely

The Data Exchange Consent and Notification Arrangements

In the FCS program, service providers must also apply the Data Exchange consent and notification arrangements if they intend to store client's personal information in the Data Exchange.

Personal information is information about an individual that can be used to identify them. In the Data Exchange, personal information is the client's:

- first name
- last name
- street-level address (e.g. 1 Main Street)

Other information about clients, (e.g. date of birth, gender, Indigenous status, and disability status) is also collected by service providers and reported into the Data Exchange. However, this is NOT personal information as it cannot be used to identify an individual.

If your organisation stores client's personal information in the Data Exchange, you must:

- use the DSS standard notification on privacy (or similar) to notify clients about the Data Exchange
- obtain consent to store client's personal information in the Data Exchange
- obtain consent for clients for participate in follow up research, surveys and evaluation

See Using the Data Exchange – Consent and Privacy for more information.

If your organisation does NOT store personal information in the Data Exchange, you do not need to apply the Data Exchange consent and notification arrangements. However, you must still comply with NSW privacy legislation and ensure your practices for collecting, using and disclosing client's personal information is lawful.

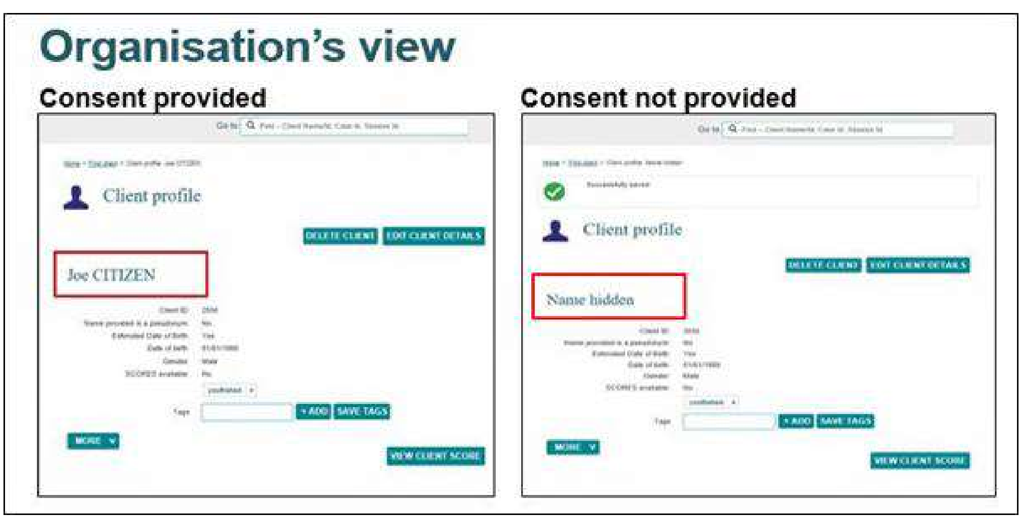
What do we do if a client doesn't provide consent?

If a client does not consent to have their personal information stored in the Data Exchange, you must do the following:

Table 10. What to do if a client doesn't provide consent

For service providers using the web-based portal	In the client's record, untick the 'consent to store personal information' box. The client will be de-identified (see Figure 4). This means their name and street-level address will not be stored in the Data Exchange. You must still enter the client's name and address in their record. This is so a statistical linkage key can be created. Keep a record of the Client ID. This will enable you to attach the client to cases and sessions they attend, record SCOREs and update their client record as needed. You will not be able to search for the client by their name in the Data Exchange. You will have to use their Client ID to find them.
For service providers conducting bulk uploads or system-to-system transfers	Use the 'false' value in your data file. You must generate a SLK or configure your existing system to push SLKs across to the Data Exchange. You can remove a client's personal information from your XML file or system before uploading it to the Data Exchange.

Figure 4. De-identified client records in the Data Exchange



Need help understanding your privacy obligations?

- Privacy Information sheet: outlines the privacy obligations in your FCS contract. FCS service providers should use this information to inform their organisation's privacy policy and to ensure their practices for collecting, using and disclosing clients' personal and health information is lawful.
- Using the Data Exchange – Consent and Privacy: outlines the consent and privacy principles your organisation must follow to use the Data Exchange.

The Data Exchange Reports

The Data Exchange has a self-service reporting function that allows you to access your own data in a series of online reports. The reports share valuable and useful information so we can continually ensure services are effective and relevant to FCS clients. It can inform business planning and provide insights into program delivery and policy development.

The data in the reports is de-identified. The reports reflect the information that is entered/uploaded by service providers.

These reports can be accessed by service providers at any time. The content of reports is refreshed every 24-48 hours, to enable near real-time access to information. This means the more regularly you enter data, the more relevant your reports will be.

Service providers are free to share their reports and the information they contain.

DCJ staff also have access to the reports. They will use the data in the reports to:

- monitor and evaluate the entire FCS program
- monitor a service provider's performance and ensure they adhere to their contract

Overview of the Data Exchange Reports

FCS service providers can access eight different Data Exchange reports.

Standard reports

These reports cover the mandatory priority data submitted by your organisation. All organisations who use the Data Exchange have automatic access to these reports.

- Organisation overview report provides information about your organisation's service delivery. It includes information about clients, outlets, service types and patterns of service delivery. You can use this report to see which services are accessed most often, or whether client groups and their needs are changing.

- Organisation data quality report highlights key data quality issues (e.g. missing client information). You can use this report to improve and/or maintain data quality.

Partnership Approach reports

In the FCS program, it is compulsory for service providers to participate in the Partnership Approach. In the Partnership Approach, you have access to several additional reports. These reports include extended data, client and community outcomes and population-level datasets.

The following reports are available:

- Service Footprint report provides a roadmap of clients accessing services. This shows how far clients travel to services and how many clients you have supported within the local and out-of-area regions. You can use this information to better target your services and demonstrate community need.

- Resource Planning report provides an overview of trends in service delivery. It helps predict trends in service delivery to assist with future planning of resources.

- Community profiles reports combine population-level datasets to show a comprehensive picture of NSW communities. There are two editions of this report. The first contains 2011 census data and the second contains 2016 census data. Note: this report does not include information reported by SFiECE service providers.

- Client outcomes report looks at changes in individual client outcomes over time (i.e. SCORE). You can use this data to understand if client's circumstances are improving, if clients are achieving their goals, or if they are satisfied with the service they received.

- Community outcomes report looks at changes in group or community outcomes over time (i.e. Community SCORE).

A new FCS report is coming!

In February 2022, DCJ will develop a customised report for the FCS program. This report will better enable you to access and use the data you report for the FCS program. DCJ Central Office will work with contract managers and service providers to ensure the report meets your needs.

Accessing the Data Exchange Reports

To access the Data Exchange reports, see Introduction and Access for a step-by-step guide for service providers.

To access the Partnership Approach reports your organisation must be signed up to the Partnership Approach. To do this, see Update participation in the Partnership Approach

Note: If you are a DCJ staff member, you will need to follow a different process to access the reports. Email DCJ Central Office for assistance.

Need help using the Data Exchange Reports?

For helping accessing, using and exporting your data see:

- The Data Exchange Reports: Access, explore and export your data

Performance monitoring and data quality

In the FCS program, we will use the data in the Data Exchange reports to monitor performance.

You will be expected to regularly review your data with your contract manager (CPO). Part of this will be to ensure your organisation is meeting your contractual obligations and to address any data quality issues. However, these conversations will also be used to identify improvements or changes that could be made to service delivery.

You will need to use your data to demonstrate that you are:

- delivering services in the locations in your contract
- working with the target groups identified in your contract
- delivering services as per your contract
- reaching the service level targets in your contract
- reporting as per the requirements in your contract.

You will also need to ensure the data reported is high quality.

It is your responsibility to ensure your reporting is correct. You should monitor and check your data at regular intervals to ensure any errors are corrected before a reporting period closes.

Once a reporting period has ended, you cannot make any changes to the data that has been entered. This means if mistakes were made you won't be able to correct them, and you could be in breach of your contract.

A new FCS report is coming!

In February 2022, DCJ will develop a customised report for the FCS program. This report will better enable you to access and use the data you report for the FCS program. DCJ Central Office will work with contract managers and service providers to ensure the report meets your needs.

When this report is published, we will work with contract managers and service providers to ensure everyone has access to and it and knows how to use it. We will provide guidance on how to identify and address key data quality issues and how to use the data to monitor and improve service delivery and client outcomes.

Using data to improve our services

Data can be a powerful tool for planning, decision making, evaluation and advocacy. In the FCS program, the data that is reported will be used by DCJ for two main purposes. We will:

- monitor and evaluate the FCS program. DCJ will use the data to understand if the FCS program is reaching the right target groups, successfully meeting client's needs and preventing risk from escalating in vulnerable families.
- monitor your performance and ensure you are meeting the needs of clients and communities.

All FCS service providers have access to their own data and can use it at any time. The Data Exchange data can help us:

- Get a clear and up-to-date picture of who our clients are and what services they need. We can use this information to make sure clients get the right services at the right time. We can also use it to make sure we're reaching the right target groups in our communities and to see how these groups might change over time.
- Understand if we're making a positive impact in our clients' lives. We can see if our clients' circumstances have improved or if they've achieved their goals since receiving our services. We can use this information to improve our services and demonstrate their effectiveness.
- Understand how clients move through the service system and come in contact with our services. We can get a better picture of the type of services clients are referred

to and why. We can use this information to help us facilitate effective referrals and to identify issues that may require a community-level response.

- See changes in service delivery over time, including client numbers, attendances, and sessions. We can compare financial years, reporting periods, months and even days to identify trends and patterns. This can help us plan and forecast future service delivery (e.g. resources, staffing).

DCJ encourages you to share your key learnings externally, including with other DCJ Districts, other agencies, services and governance groups. Where appropriate, you can also inform clients and communities about how your information and feedback has impacted service delivery. This will show their concerns/issues have been heard and can help increase engagement.

Additional resources

The resources below have been developed by DCJ specifically, the Targeted Earlier Intervention team. The same process will apply for the FCS program.

Resources for collecting and reporting data	
Getting onto the Data Exchange	• Quick start guide to the Data Exchange • Getting onto the Data Exchange • FAQs about myGovID and RAM • FAQs about the Data Exchange • Webinar 1: Introduction to the Data Exchange • Webinar 2: Getting onto the Data Exchange
Start reporting	• Setting up outlets in the Data Exchange • Webinar 3: Set up your organisation and create outlets
Consent and privacy	• Privacy Information sheet • Using the Data Exchange – Consent and Privacy • Webinar 4: Consent and Privacy

The resources below have been developed by the Department of Social Services. They describe how to use the Data Exchange platform directly.

Data Exchange resources		
Policy documents	• The Data Exchange Protocols • Program specific guidance for Stage Agencies in the Data Exchange	
Administration	• Overview of the My Organisation section • Update participation in the Partnership Approach • Add and edit a user • Create and manage outlets • System re-opening request form • Novation process	
Using the DEX platform directly	• Navigation guide	
	• Add a case • Add a session • Add a client • Add a SCORE assessment	• Find and edit a case • Find and edit a session • Find and edit a client • View and edit a SCORE assessment
	• Recording alternate forms of service delivery	

Bulk uploads or transfers	• Upload methods • Bulk file upload technical specifications • Bulk XML upload learning module • Reference data • Web service technical specifications
SCORE	• How to use SCORE with clients • SCORE translation matrix

Where to go for help?

Contact	Type of Support
DSS Data Exchange Website	Training resources for the Data Exchange
DSS Helpline: dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 (8.30am – 5.30pm Monday to Friday)	Technical issues with the Data Exchange web platform (NB: not myGovID or RAM)
FCS Website https://www.familyconnectsupport.dcj.nsw.gov.au/	Training resources tailored to the FCS program
Your DCJ Contract Manager	Email your DCJ contract manager for any issues or questions you have. They should be your first point of contact.
FCS Inbox: familyconnectandsupport@dcj.nsw.gov.au	FCS specific questions which are unavailable in existing resources, and which cannot be answered by your local contract manager.
myGovID and RAM support line: 1300 287 539	Support for issues with myGovID and RAM
myGovID ‘Need help?’ webpage	Support resources for myGovID
RAM ‘Help’ webpage	Support resources for RAM

Appendix 1. Glossary

Term	Definition
Activities	The specific services you deliver to a client (e.g providing information and advice).
Cases	Cases act as containers. They link client and session data to location and program activity data.
Clients	A person who receives a service as part of a funded activity that is expected to lead to a measurable outcome.
Client record	A record in the Data Exchange for each individual client.
Data Exchange Reports	Online interactive pages of data. There are 9 different reports we can access that each contain different data.
Evaluation	A rigorous, systematic and objective process to assess the effectiveness, efficiency, appropriateness and sustainability of programs.
Individual clients	Clients who have a client record created for them in the Data Exchange. The client may be identified or de-identified.
Monitoring	A process to periodically report against agreed service levels. Uses quantitative indicators to routinely measure the success of activities for clients.
myGovID	An app that is used to access the Data Exchange. myGovID is a digital identity.
Outcomes	The changes that occur for individuals, groups, families, or communities during or after an activity. Changes can include attitudes, values, or behaviours.
Outlets	The location services are delivered in.
Outputs	The direct and measurable products of an activity or service. For example: number of sessions run, and number of clients attended.
Partnership approach	An extended dataset that services providers can report. In return, they are given access to extra self-service reports.
Personal information	In the Data Exchange, personal information is a client’s first and last name and their street-level address.
Practitioner assessment	An assessment conducted by a practitioner or worker to determine a client’s progress.

Priority requirements	A small set of mandatory data items.
Program activity	Program activities identify the program you report your data under in the Data Exchange. The Family Connection and Support Program has one program activity: Family Connect and Support
RAM	RAM stands for Relationship Authorisation Manager (RAM). It is an Australian Government authorisation service that allows you to act on behalf of your organisation online. It allows you to manage your business authorisations in one place.
FCS Program Client Outcomes	8 long-term outcomes the FCS program contributes to.
FCS Minimum dataset	The minimum data that service providers must report in the Data Exchange.
SCORE	The Standard Client/Community Outcomes Reporting framework in the Data Exchange.
SCORE domains	Specific domains used to report outcomes.
SCORE type	Four different types of SCORE can be used to report outcomes in the Data Exchange: 1. Circumstances SCORE 2. Goals SCORE 3. Satisfaction SCORE 4. Community SCORE* *Note: FCS will not use Community SCORE
Session	A session in the Data Exchange records what service was delivered and when, and which clients attended.
Service providers	Organisations funded by DCJ under the SFiECE project.
Service types	The services provided to clients: • Active holding • Brokerage • Case plan completed • Family capacity building • Family group conferencing (Family led decision making) • Information/advice/referral • Intake/assessment • Referral received

Appendix 2. The FCS Minimum Dataset

Case level data

<table>
<tr><th colspan="2">Data field</th><th>Field values</th></tr>
<tr><td colspan="2">Case ID</td><td>Open field. If left blank a system generated number is assigned.</td></tr>
<tr><td colspan="2">Outlet* (location)</td><td>Drop down menu of service providers outlets.</td></tr>
<tr><td colspan="2">Program activity*</td><td>Drop down menu. The drop down will only display the program activities that have been assigned to the outlet selected.
• Family Connect and Support</td></tr>
<tr><td colspan="2">Clients attached to the case</td><td>Attach client record to case as relevant</td></tr>
<tr><td colspan="2">End date</td><td>dd/mm/yy</td></tr>
<tr><td rowspan="2">Referral in – this information is entered at the case level but can be recorded for each client associated with the case.</td><td>Referral source</td><td>• Health agency
• Community services agency
• Educational agency
• Internal
• Legal agency
• Employment/job placement agency
• Centrelink/Department of Human Services (DHS)
• Other Agency
• Self
• Family
• Friends
• Justice agency
• Housing agency
• General Medical Practitioner
• My Aged Care Gateway
• Linkages Package
• Continuity of Support (CoS) Programme
• Humanitarian Settlement Program
• LAC Referral
• NDIS referral
• State Government*
• Other party
• Not stated/inadequately described</td></tr>
<tr><td>Reason for seeking assistance</td><td>• Physical health
• Mental health, wellbeing and self-care
• Personal and family safety
• Age-appropriate development
• Community participation and networks
• Family functioning
• Financial resilience
• Employment
• Education and skills training
• Material wellbeing and basic necessities
• Housing</td></tr>
<tr><td colspan="2">Client exit reason – this information is entered at the case level but can be recorded for each client associated with the case.</td><td>• Client no longer requires assistance
• Service unable to provide assistance
• Client now requires higher level of care
• Client has moved out of area
• Client terminated the service
• Client died
• Client no longer eligible
• Client needs have been met
• None of the above</td></tr>
</table>

*This field should be selected to report clients who have been referred to FCS by DCJ. This field will be used to measure the DCJ 30% cap.

Session level data

Data field		Field values
Session ID		Open field. If blank left a system generated number is assigned.
Session date*		DD/MM/YY
Service type*		• Case plan completed • Information/advice/referral • Intake/assessment • Active holding • Family group conferencing (Family led decision making) • Family capacity building • Brokerage • Referral received
Service setting		• Organisation outlet/office • Client's residence • Community venue • Partner organisation • Telephone • Video • Online service • Healthcare facility • Education facility • Justice facility
Interpreter present		• Yes • No
Amount of assistance provided*	Hours/minutes	The total time spent in the session, including administrative and travel time. Only reported for the following service types: • Intake/assessment • Information/advice/referral • Family group conferencing (Family led decision making) • Family capacity building • Brokerage
	Total Cost	Enter $ amount. If no cost, enter 0. Only reported for the following service types: • Brokerage
Client/support persons attended		Attach client records to sessions as relevant.
Referral out – this information is entered at the session level but can be recorded for each client attached to the session.	Referral type	Internal External
	Referral reason	• Physical health • Mental health, wellbeing • Personal and family safety • Age-appropriate development • Community participation & networks • Financial Resilience • Family functioning Employment • Education and skills training • Material wellbeing and basic necessities • Housing • Support to caring role • Other

Client level data

Data field	Field values
Client ID	Open field. If left a system generated number is assigned, beginning at 001.
Given name*	Open field
Family name*	Open field
Name provided is pseudonym	Tick box if yes.
Date of birth*	DD/MM/YY
Estimated DOB	Tick box if yes. If box is tick 'date of birth' field changes to just 'year of birth'.
Gender*	• Male • Female • Intersex/indeterminate • Not stated or adequately described
Residential address*	• Residential address line 1 (optional) • Address line 2 (optional) • Suburb (mandatory) • State (mandatory) • Postcode (limit of 4 digits) (mandatory)
Country of birth*	Drop-down list of values based on the Australian Bureau of Statistics Standard Australian Classification of Countries (SACC), 2016
Main language spoken at home*	Drop-down list of values based on the Australian Bureau of Statistics Australian Standard Classification of Languages (ASCL), 2016
Aboriginal and Torres Strait Islander identification*	• No • Aboriginal • Torres Strait Islander • Aboriginal and Torres Strait Islander • Not stated/inadequately described
Disability, impairment or condition*	• Intellectual/learning • Psychiatric • Sensory/speech • Physical/diverse • None (no disability) • Not stated/inadequately described
Consent to store personal information in the Data Exchange*	Tick box if yes. If box is not ticked, client record is de-identified.
Consent to participate in research, surveys and evaluation*	Tick box if yes.
Homelessness indicator**	• Yes • No • At risk
Household composition**	• Single (person living alone) • Sole parent with dependent(s) • Couple • Couple with dependent(s) • Group (related adults) • Group (unrelated adults) • Homeless/No household • Not stated or inadequately described
Employment status**	• Paid work full-time • Paid work part-time • Unpaid work (includes volunteering) • Not working and not looking for work • Unemployed (not working but looking for work) • Studying full-time • Studying part-time • Caring • Parenting
Highest level of education/qualification**	• Pre-primary education • Primary education • Secondary education • Certification level • Advanced diploma and diploma level • Bachelor degree level • Graduate diploma and graduate certificate level • Postgraduate degree level • Other education

Main source of income**	• Nil income • Employee salary/wages • Other income including superannuation and investments	• Self-employed (unincorporated business income) • Government payments/pensions/allowances • Not stated/inadequately described
Visa type**	• Humanitarian • Family	• Skilled • Other
Is client a carer?**	• Yes • No	
NDIS Eligibility**	• NDIS in-progress access request • NDIS eligible • NDIS ineligible	

*These are part of the Data Exchange priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions.

**These are part of the Data Exchange Partnership Approach. In the FCS Program we ask that, when relevant, services record this additional data.

Appendix 3. Family Connect and Support Client Survey

Initial Survey

Name: ______________________________

Date: ______________________________

Assessment completed by*:

O Self-assessment
O Support person assessment
O Practitioner assessment
O Joint assessment

*Practitioner to complete

1. Circumstances

Below are some statements about your life circumstances. Please state whether you agree or disagree with these statements.

SCORE Circumstance domain	STATEMENT	1 Strongly Disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly Agree
Physical Health	My Physical Health is Good.	☐	☐	☐	☐	☐
Mental health, wellbeing & self-care	My Mental Health is Good.	☐	☐	☐	☐	☐
Personal & family safety	I feel my family and I are safe.	☐	☐	☐	☐	☐
Age-appropriate development (for parents of children)	Children and young people in my family are actively participating in education.	☐	☐	☐	☐	☐
Community participation & networks	I feel connected with the community around me.	☐	☐	☐	☐	☐
Family Functioning	My family functions well.	☐	☐	☐	☐	☐
Financial Resilience	I am able to manage my finances.	☐	☐	☐	☐	☐
Material well-being	I am reasonably comfortable and	☐	☐	☐	☐	☐

	have enough money to get by.					
Employment	My current employment status is suitable to my needs.	☐	☐	☐	☐	☐
Education & training	My current education/training is suitable to my needs.	☐	☐	☐	☐	☐
Housing	I am living in housing that is suitable.	☐	☐	☐	☐	☐

2. Goals

Below are some statements about your life circumstances. Please state whether you agree or disagree with these statements.

SCORE Goal domain	**STATEMENT**	**1 Strongly Disagree**	**2 Disagree**	**3 Neither Agree nor Disagree**	**4 Agree**	**5 Strongly Agree**
Knowledge	I know about the support services available to me.	☐	☐	☐	☐	☐
Empowerment, choice & control to make own decisions.	I know how to access the services that I need.	☐	☐	☐	☐	☐
Engagement with relevant support services	I am able to engage and work with services to help me improve my circumstances.	☐	☐	☐	☐	☐
Impact of immediate crisis	I am better able to deal with issues that I sought help with.	☐	☐	☐	☐	☐

Follow up Survey

Name: ___________________________

Date: ___________________________

Assessment completed by*:
O Self-assessment
O Support person assessment
O Practitioner assessment
O Joint assessment

*Practitioner to complete

1. Circumstances

Please state whether you agree or disagree with the statements below.

SCORE Circumstance domain	STATEMENT	1 Strongly Disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly Agree
Physical Health	My Physical Health is Good.	☐	☐	☐	☐	☐
Mental health, wellbeing & self-care	My Mental Health is Good.	☐	☐	☐	☐	☐
Personal & family safety	I feel my family and I are safe.	☐	☐	☐	☐	☐
Age-appropriate development (for parents of children)	Children and young people in my family are actively participating in education.	☐	☐	☐	☐	☐
Community participation & networks	I feel connected with the community around me.	☐	☐	☐	☐	☐
Family Functioning	My family functions well.	☐	☐	☐	☐	☐
Financial Resilience	I am able to manage my finances.	☐	☐	☐	☐	☐
Material well-being	I am reasonably comfortable and have enough money to get by.	☐	☐	☐	☐	☐
Employment	My current employment	☐	☐	☐	☐	☐

	status is suitable to my needs.					
Education & training	My current education/training is suitable to my needs.	☐	☐	☐	☐	☐
Housing	I am living in housing that is suitable.	☐	☐	☐	☐	☐

2. Goals

Please state whether you agree or disagree with the statements below.

SCORE Goal domain	**STATEMENT**	**1 Strongly Disagree**	**2 Disagree**	**3 Neither Agree nor Disagree**	**4 Agree**	**5 Strongly Agree**
Knowledge	I know about the support services available to me.	☐	☐	☐	☐	☐
Empowerment, choice & control to make own decisions.	I know how to access the services that I need.	☐	☐	☐	☐	☐
Engagement with relevant support services	I am able to engage and work with services to help me improve my circumstances.	☐	☐	☐	☐	☐
Impact of immediate crisis	I am better able to deal with issues that I sought help with.	☐	☐	☐	☐	☐

3. Satisfaction

Below are some statements about your satisfaction with the service you have received. Please state whether you agree or disagree with each of these statements.

SCORE: Satisfaction domain	STATEMENT	1 Strongly Disagree	2 Disagree	3 Neither Agree nor disagree	4 Agree	5 Strongly Agree
The service listened to me and understood my issues.	My culture was acknowledged and respected while receiving support.	☐	☐	☐	☐	☐
I am satisfied with the services I have received.	I am satisfied with the services I have received.	☐	☐	☐	☐	☐
I am better able to deal with issues that I sought help with.	The information provided to me by FCS was relevant to my needs.	☐	☐	☐	☐	☐