



Australian Government

# Program Specific Guidance for the National Indigenous Australians Agency programs in the Data Exchange

Version dated July 2025



# Introduction

## The Program Specific Guidance

The Program Specific Guidance assists service providers on entering data into the Data Exchange in a consistent way that best reflects the program activity being delivered.

### Purpose of this document

This document provides policy guidance on entering data into the Data Exchange for activities funded by the **National Indigenous Australians Agency (NIAA)**.

These guidelines should be read in conjunction with:

- Data Exchange [Protocols](#)
- Your funding agreement
- Your program guidelines
- The task cards and e-Learning modules available on the Data Exchange [website](#).

### Intended Use

This **Program Specific Guidance** is intended to provide practical information for managers and front-line staff to better understand the data expected for their program. It also assists them in integrating Standard Client/Community Outcome Reporting (SCORE) outcomes and partnership data collection into existing service and administrative practices.

Additionally, this guide aims to provide consistency on how program data is interpreted within program activities and support a consistent interpretation of the Data Exchange protocols across commonly funded organisations.

This document will be periodically updated to provide more detailed guidance on questions as they arise, and as new programs come on board to the Data Exchange. Users of this document are encouraged to provide feedback where further guidance related to their program activity is needed.

All resources associated with the Data Exchange are available on the Data Exchange [website](#).

The Program Specific Guidance for Commonwealth-funded programs was formerly published as:

- Protocols – Appendix B
- Program Specific Guidance for Commonwealth Agencies in the Data Exchange.

# Contents

- Introduction .....2
- NATIONAL INDIGENOUS AUSTRALIANS AGENCY .....4
- Indigenous Skills and Employment Programs .....4
  - Indigenous Skills and Employment Program .....5
- Version History .....10

# NATIONAL INDIGENOUS AUSTRALIANS AGENCY

## Indigenous Skills and Employment Program

The following program activities are included:

- Indigenous Skills and Employment Program (ISEP)

# Indigenous Skills and Employment Program

## Description

The Indigenous Skills and Employment Program (ISEP) will contribute to closing the gap in employment by supporting pathways to meaningful and sustainable employment for First Nations peoples, through flexible, place-based investment. ISEP projects are designed by providers in consultation with communities and key stakeholders.

## Who is the primary client?

The primary clients are ISEP participants who identify as Aboriginal and/or Torres Strait Islander and are 15 years or older.

## What are the key client characteristics?

As ISEP is a place-based, flexible program, the key client characteristics may vary depending on the aims of the project in each region. A core feature of the ISEP is purposeful investment based on the key priorities (outlined in the ISEP Grant Opportunity Guidelines) in the 11 NIAA regions – Arnhem Land and Groote Eylandt, Top End and Tiwi Islands, Central Australia, North Queensland, South Queensland, Western New South Wales, Eastern New South Wales, Victoria and Tasmania, South Australia, Greater Western Australia and Kimberley.

ISEP project activities align with the Regional Priorities including the identified Aboriginal and/or Torres Strait Islander cohort in each region. Clients can have local barriers to employment, aspire to acquire skills, seek employment or to advance in their careers.

## Who might be considered ‘support persons’?

Recording support persons is voluntary; staff can record support persons if they feel it is relevant. Instructions on how to record them in the web-based portal can be found on the Data Exchange website.

## Should unidentified clients be recorded?

This program provides pre-employment support, employment placements, training, mentoring and career advancement services, where clients are known to the provider. Therefore it is expected that **no ISEP participants** are recorded as unidentified clients. Any unidentified clients will appear in reports as Group Clients.

## How should cases be set up?

An ISEP project can have one or multiple cases. Cases include a free text *Case ID* field which will be given a unique name. As ISEP projects are unique, providers will create a case name based on the aims of their project, as shown by examples in the table below. Cases will be created at the start of the project.

Case names should not change and additional cases must not be created unless approved by the NIAA.

Examples of ISEP Project aims	Number of cases & case names
A project to support 20 School-based Trainees each calendar year to gain casual work during Years 10-12.	4 cases: 2023 / 2024 / 2025 / 2026
A project to deliver pre-employment training and employment for 100 new employees and career advancement guidance and mentoring for 150 existing staff to upgrade critical infrastructure and roadworks.	2 cases: Existing Employees / New Employees

Once a participant is entered into a case they should never be removed, unless created in error. To protect client privacy, family names or other identifying information should not be recorded in the *Case ID* field.

## The partnership approach

ISEP **will not** be using the partnership approach and providers are **not required** to enter any Standard Client Outcome Reporting (SCORE) data.

## Collecting extended data

ISEP does **not require** providers to collect any extended data. When a provider adds a new client, the extended demographic fields **should not** be completed. After submitting the mandatory client data fields, the next screen is the extended demographics page – please choose the SKIP button to finish.

## For this program activity, when should each service type be used?

Once cases are developed, providers can create new clients or link existing clients to sessions and service types.

Sessions and service types drive the reporting function in DEX. Service types describe the kind of service a client received in a session.

Once cases are developed, providers can create new clients or link existing clients to sessions and service types. Please refer to the [Add a session](#) task card for further information on sessions.

The available service types for ISEP have been grouped by project streams.

Providers must use one of the 17 service types below. Not all service types will be relevant to all projects.

ISEP project streams	ISEP Service type in DEX	Descriptions
<b>PRE-EMPLOYMENT SUPPORT</b>	Pre-employment Support Commenced	Use this service type when an ISEP participant starts with a provider to receive pre-employment support activities with the aim of securing employment, but employment has not yet started.
	Pre-employment Support Exit	Use this service type when an ISEP participant ceases pre-employment support activities.
<b>EMPLOYMENT</b>	Employment Commenced	Use this service type to record when an ISEP participant starts paid employment or paid work experience.
	Employment Engagement	Use this service type when a provider interacts with an ISEP participant regarding their employment or paid work experience.  Do not use for the first and last session.
	Employment Exit	Use this service type when an ISEP participant ceases working with a provider for employment or paid work experience.

ISEP project streams	ISEP Service type in DEX	Descriptions
<b>TRAINING</b>	Training Commenced	Use this service type when an ISEP participant starts informal or accredited training.
	Training Engagement	Use this service type when a provider interacts with an ISEP participant during their training or education placement. Do not use for the first and last session.
	Training Outcome Achieved – Accredited short course	Use this service type when an ISEP participant has achieved an accredited training outcome such as a short course or ticket. You can use this multiple times if several accredited training outcomes are achieved during the service period.
	Training Outcome Achieved – Accredited long course	Use this service type when an ISEP participant has achieved an accredited training outcome such as a Certificate I – IV or Diploma. You can use this multiple times if several accredited training outcomes are achieved during the service period.
	Training Outcome Achieved – Non-accredited course	Use this service type when an ISEP participant has achieved any informal or non-accredited training. You can use this multiple times if a participant achieves multiple informal training outcomes during the service period.
	Training Exit	Use this service type when an ISEP participant ceases working with a provider for training support.
<b>MENTORING</b>	Mentoring Commenced	Use this service type once the provider has commenced an ISEP participant into employment or paid work experience and the participant starts a mentoring arrangement.
	Mentoring Engagement	Use this service type when a provider interacts with an ISEP participant regarding their mentoring during employment or paid work experience. This may include matching a participant to a mentor, the mentoring sessions themselves, or check-ins to discuss how mentoring is going. Do not use for the first and last session.
	Mentoring Exit	Use this service type when an ISEP participant ceases their mentoring service during their employment or paid work experience.
<b>CAREER ADVANCEMENT</b>	Career Advance Commenced	Use this service type when an employed ISEP participant begins a career advancement service.
	Career Advance Engagement	Use this service type when the provider interacts with an ISEP participant during their career advancement service. Do not use for the first and last session.
	Career Advance Exit	Use this service type when an ISEP participant ceases their career advancement service.

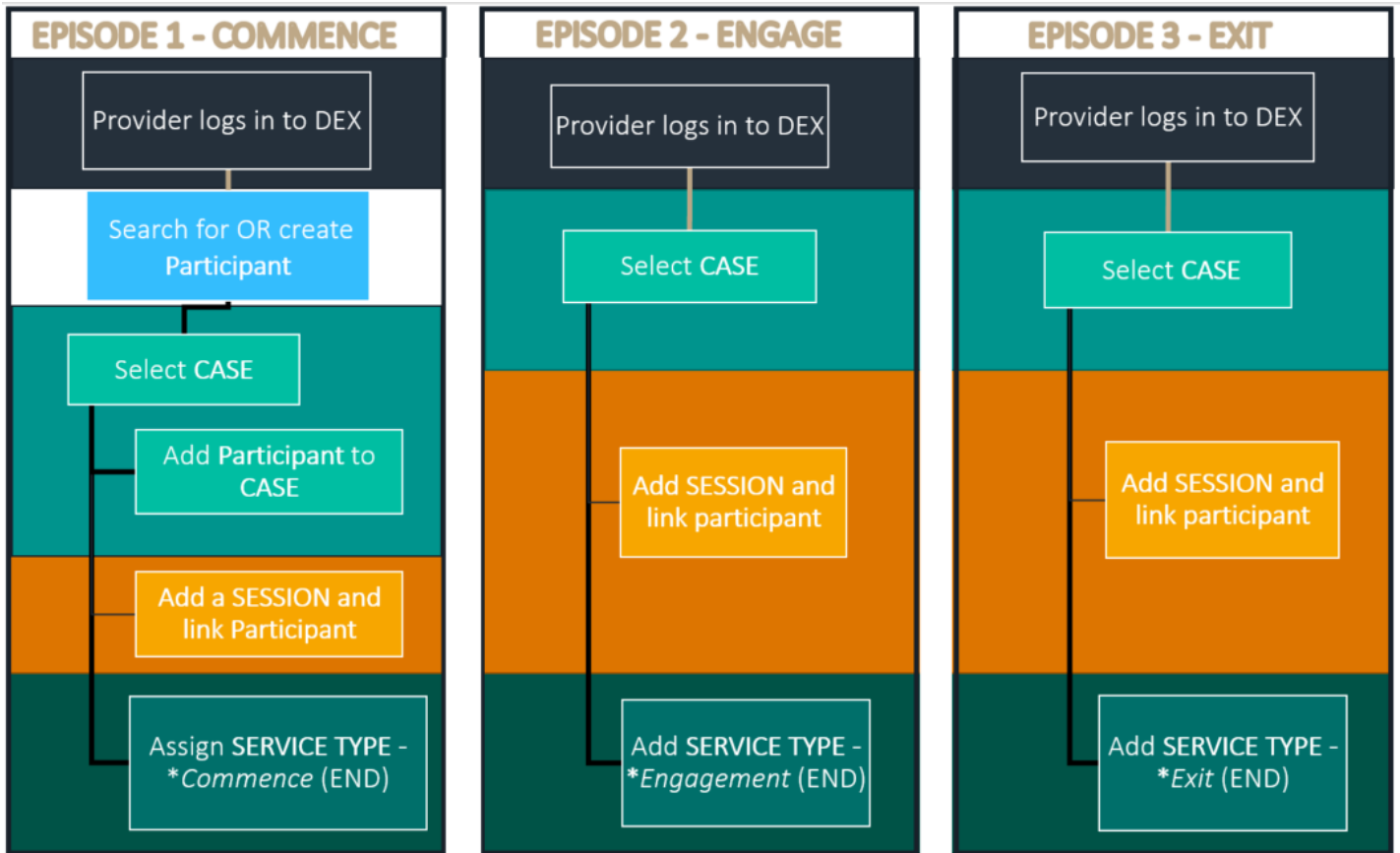
## Using the ISEP service types

- *Commenced* service types - are used at the start of the participant's journey in each of the project streams (Pre-employment Support, Employment, Training, Mentoring, and Career Advancement). Providers should only use this once they have started working with a participant.
- *Pre-employment Support Commenced* - used when a provider starts delivering pre-employment support services to a participant with the aim of achieving employment and includes job-readiness activities and mentoring prior to employment.
- *Pre-employment Support Exit* - this would typically be when a participant secures employment or when the ISEP provider ceases offering support.
- *Employment Commenced* - used when the participant starts in a paid job or paid work experience.
- *Engagement services* – the service types of Employment Engagement, Training Engagement, Mentoring Engagement and Career Advancement Engagement are all optional. If a provider wants to capture the effort and number of engagements to support participants, the Engagement service types can be used. These service types are used to record a session when there is meaningful contact between the provider and the participant during the activity, not including the start and finish.
- *Training Commenced* – used when a participant starts informal or accredited training or unpaid work experience.
- *Training Outcome Achieved – Accredited short course* - used when a participant successfully completes an accredited training outcome such as a short course or ticket.
- *Training Outcome Achieved – Accredited long course* - used when a participant successfully completes an accredited training outcome such as a Certificate I – IV or Diploma.
- *Training Outcome Achieved – Non-accredited course* - used when a participant successfully completes any non-accredited course or informal training outcome. This also includes any accredited training courses that have been modified to suit participants.
- *Training Exit* - the provider enters this service type once the participant has achieved all training outcomes – whether informal or accredited.
- *Mentoring Commenced* – used when a provider starts a mentoring arrangement with a participant during employment or paid work experience to support the participant in their current employment.
- *Career Advance Commenced* – used when a provider supports an employed participant to advance in their career and can include mentoring support to progress their career.
- *Exit* service types – are used at the end of the participant's journey in each of the 5 project streams. Providers should only use this once they have finished working with the participant in that stream. This could be because the participant no longer needs ongoing support, or because they have disengaged with the provider for another reason. Providers should never remove participants from a case after they have received any services, even after they have ceased working with the provider.

An ISEP participant may receive services for multiple projects streams. It is important to use the correct service type for the relevant project stream. For example, if a participant is working with a provider on both training and employment, they will have a session of both *Training Commenced* and *Employment Commenced* and then ongoing sessions of *Training Engagement* and *Employment Engagement* (if applicable) and eventually *Training Exit* and *Employment Exit*.

The diagram below shows the typical DEX workflow for ISEP providers when they commence, engage with or exit a participant.





\*from options – Pre-employment support, Employment, Training, Mentoring, Career Advancement

# Version History

## **Version 1, December 2023**

First publication and release of document.

## **Version 2, May 2024**

ISEP activities modified:

- Clarified how cases should be set up
- Removed the option for providers to use the partnership approach and collecting extended data
- Clarified when service types should be used and updated the table
- Removed references to the PMP
- Clarified definition of Employment Commenced, Training Exit and added Training Commenced
- Updated episode diagram

## **Version 3, June 2025**

ISEP activities modified:

- Added new question and answer – Should unidentified clients be recorded?
- Defined mentoring project stream to be for mentoring activities during employment or paid work experience
- Confirmed Engagement services are optional for providers
- Added paid work experience to Employment in the table to align with the text below the table
- Deleted *Training Outcome Achieved* and added 3 new service types:
  - *Training Outcome Achieved – Accredited short course*
  - *Training Outcome Achieved – Accredited long course*
  - *Training Outcome Achieved – Non-accredited course*
- Under ‘Using the ISEP service types’, added *Mentoring Commenced* and *Career Advance Commenced*, updated for the 3 new *Training Outcome Achieved* service types.