Australian Government
Department of Social Services

Data Exchange

Part 2 – Introduction to the Data Exchange reports
Volunteer Management Activity

April 2018

Using the webinar control panel

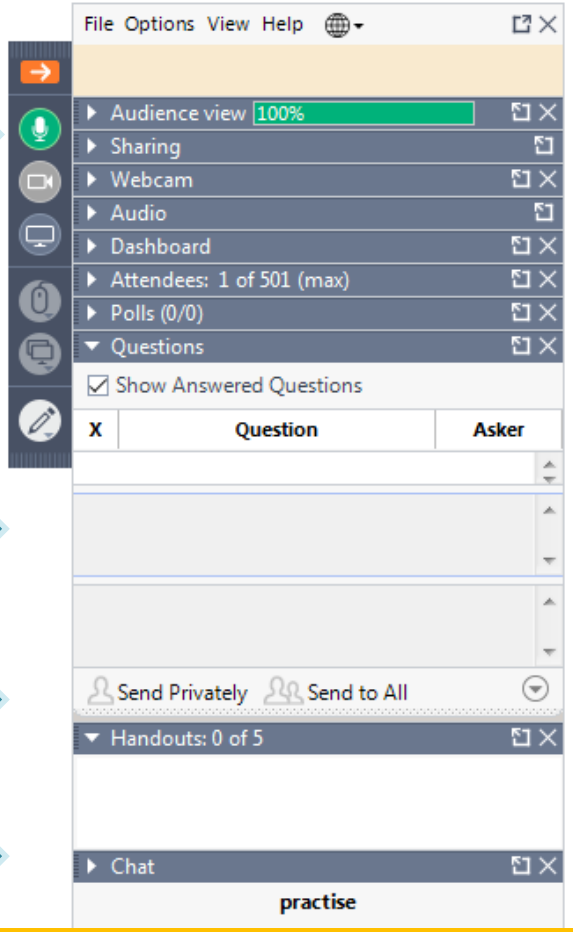
Check your sound. This microphone symbol will be red, to show you are ‘muted’.

‘Muted’ means you can’t ask questions using your voice.

Type in your questions here

If handouts have been provided, you’ll find them here

Group chats can be seen here

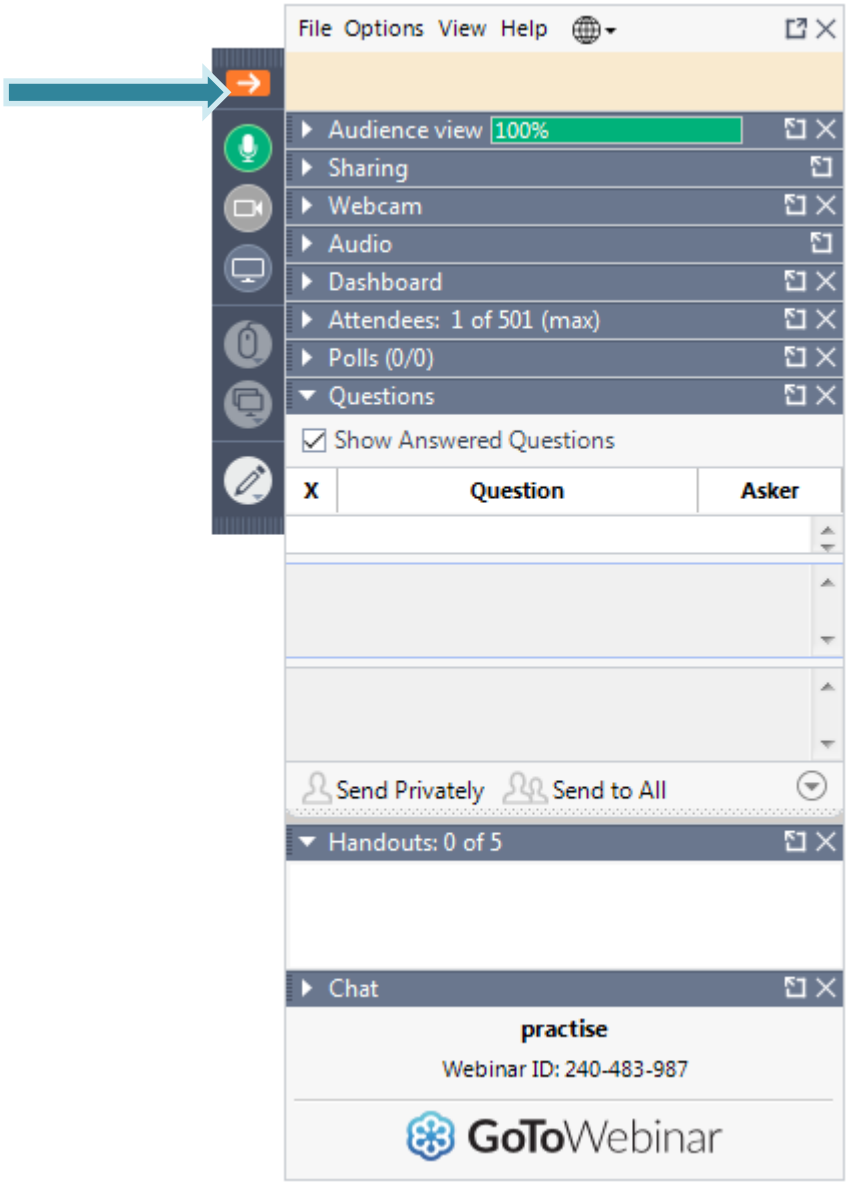


Please ensure your audio is on ‘mute’ so that no sound is coming from your phone or computer / laptop as this can affect the sound quality during the webinar.

Using the webinar control panel

When it hasn't be used for some time, the control panel will minimise.

To expand, select the orange arrow

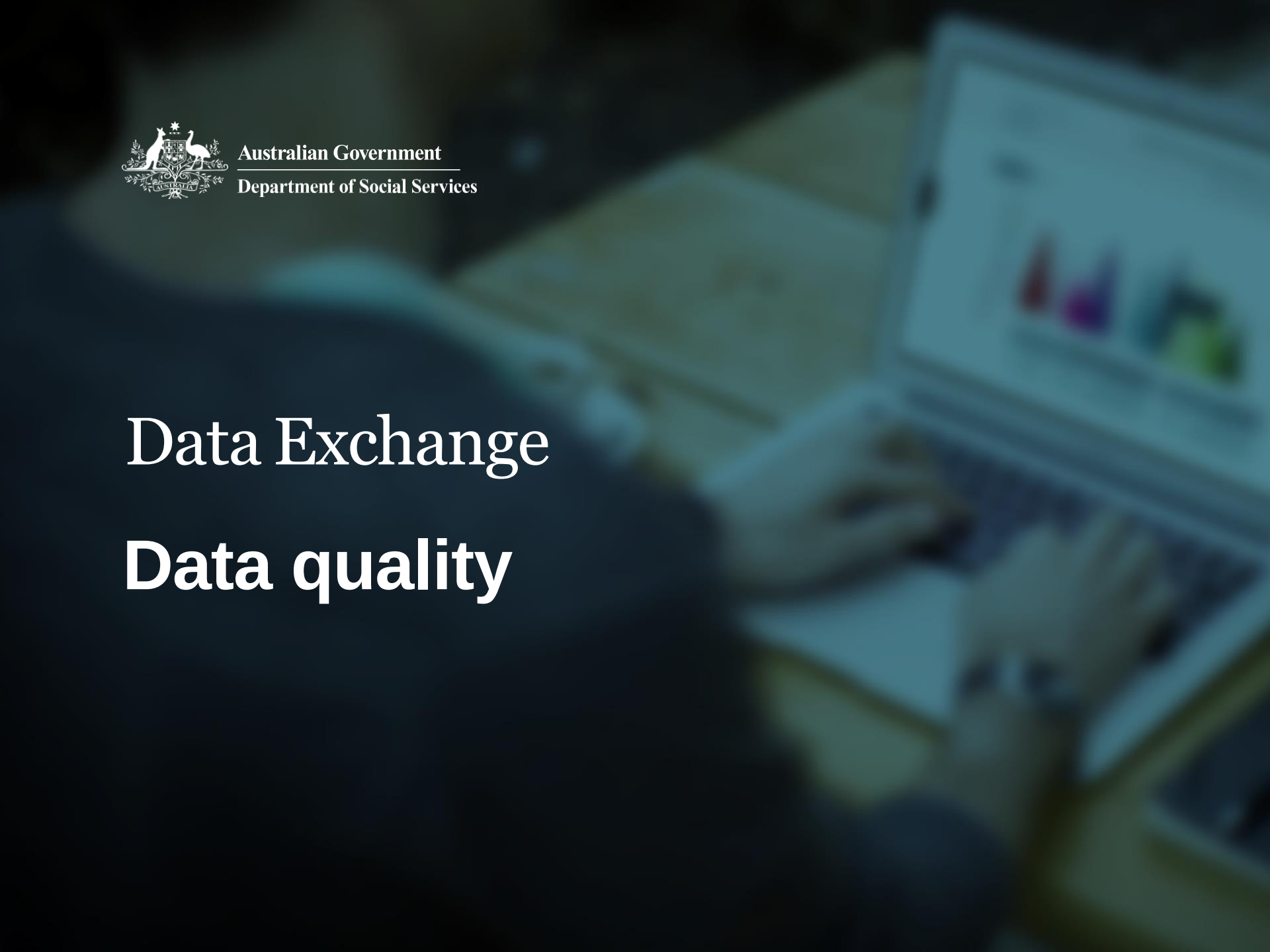


Agenda

- Quick recap
- Data quality
- Reports demonstration
- Where to get help

Quick recap

- Shift focus of reporting from strictly *outputs to outcomes*
- Refer to the Data Exchange Protocols and Appendix B documents
- Review the Getting started slide from Part 1
- Two reporting periods per year
- Upload data regularly



Australian Government
Department of Social Services

Data Exchange

Data quality

Importance of data quality

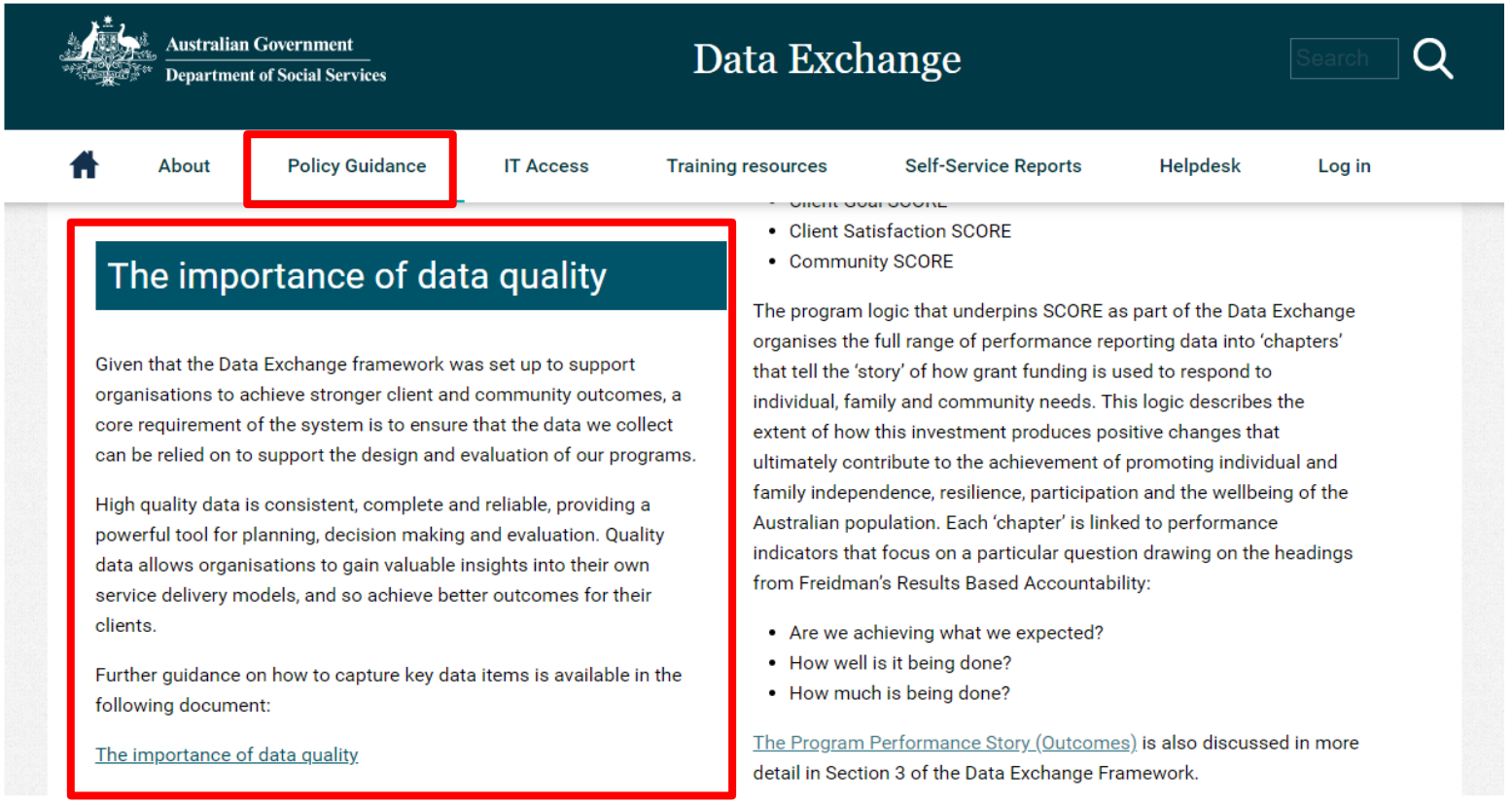
Organisations

- Ensures data is accurate
- Provides a true reflection of what is being delivered
- Servicing the right client target group
- Solid base for business decisions
- Provides evidence to support grant and funding agreements

Funding agencies

- Better understanding of what is occurring for clients and if this is expected
- Ability to make informed decisions about policy, funding and programs
- Assists in monitoring program performance

Data quality fact sheet



Australian Government
Department of Social Services

Data Exchange

Search

About | Policy Guidance | IT Access | Training resources | Self-Service Reports | Helpdesk | Log in

The importance of data quality

Given that the Data Exchange framework was set up to support organisations to achieve stronger client and community outcomes, a core requirement of the system is to ensure that the data we collect can be relied on to support the design and evaluation of our programs.

High quality data is consistent, complete and reliable, providing a powerful tool for planning, decision making and evaluation. Quality data allows organisations to gain valuable insights into their own service delivery models, and so achieve better outcomes for their clients.

Further guidance on how to capture key data items is available in the following document:

The importance of data quality

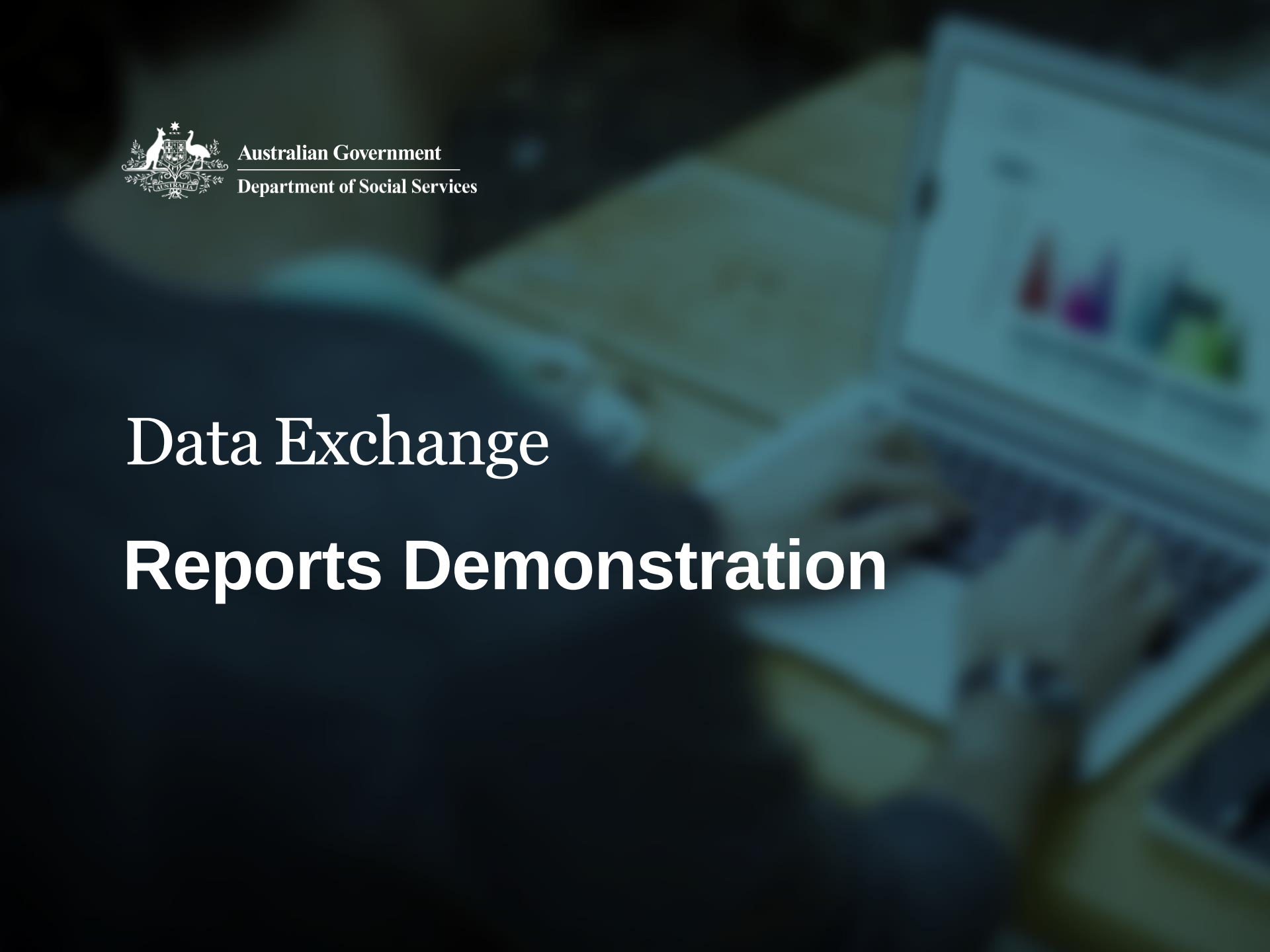
- Client Satisfaction SCORE
- Community SCORE

The program logic that underpins SCORE as part of the Data Exchange organises the full range of performance reporting data into 'chapters' that tell the 'story' of how grant funding is used to respond to individual, family and community needs. This logic describes the extent of how this investment produces positive changes that ultimately contribute to the achievement of promoting individual and family independence, resilience, participation and the wellbeing of the Australian population. Each 'chapter' is linked to performance indicators that focus on a particular question drawing on the headings from Freidman's Results Based Accountability:

- Are we achieving what we expected?
- How well is it being done?
- How much is being done?

The Program Performance Story (Outcomes) is also discussed in more detail in Section 3 of the Data Exchange Framework.

DATA EXCHANGE - TOP 10 ITEMS FOR DATA QUALITY CHECKS		
Data Items	**Accurate and useful reported data**	**Errors, risks and consequences of poor data**
Individual client details:	Generally, by creating accurate "statistical linkage keys" (SLK), we are able to gain insights into individual client outcomes and pathways. Client details can be updated at any time, across reporting periods.	If recorded client details (name, date of birth and gender) are incomplete or incorrect, the SLK will be invalid, client details can't be matched when they return or move between services, and it gets harder to follow a client journey over time.
• **Pseudonyms**	Pseudonyms should only be used where a client chooses not to disclose their real name to a service. The exact same pseudonym must then be used every time for outcomes data to be captured.	A high-level use of pseudonyms increases the risk of recording mismatched or poor quality client data, which in turn limits insights into client pathways. Incorrect pseudonym use often comes from a poor understanding of 'client consent'.
• **Unidentified/ 'group' clients**	This field should only be used to capture clients attending a large group or community event where it is not practical to collect individual details and there is no ongoing client relationship.	When clients are known to the service, but individual details are not recorded, there is a lost opportunity to capture demographic and SCORE outcomes information for them.
• **Date of birth**	Date of birth (DOB) is part of the SLK and enables data analysis of targeted age groups. Client age will automatically adjust and display correctly for each session attended.	If not realistic, an estimated DOB can sometimes result in errors, with corresponding risk of misinterpretation of service delivery for target groups. Large numbers of incorrect DOBs can skew the age data for an entire program.
• **Demographic data**	Where correct client demographic and other extended data is available, reports will contain rich information on client profiles and target groups. Demographic data includes gender, cultural and linguistic diversity (CALD), disability, and Indigenous status.	Missing, 'not stated' or incorrect demographic data is a lost opportunity to gain insights about client profiles, making it harder to demonstrate that target groups are being reached, and increasing risks of not focusing services appropriately.
• **Support persons**	Correctly identified support persons allow us to distinguish between clients and support persons in reports, through filtering.	If 'clients' are incorrectly reported as 'support persons' or vice versa, this leads to a flawed understanding of service delivery. It also impacts the usefulness of insights that can be gained from the reports.
Session details	Correct capture of session details (dates, service types, clients attending) provides rich information about the services delivered. Reports are driven by session data linked to client data.	Lack of consistency and regularity in session reporting will lead to discrepancies between the reality of services delivered and data reflected in reports. If clients are not linked to sessions, no information on sessions appears in reports.
Cases	When correctly labelled and used, cases allow service providers to efficiently link sessions and clients in ways which are useful to their service delivery model.	Poor naming conventions for cases make them less practical and efficient. In some cases, poorly named cases increase the risk of re-identifying clients (e.g. using client name or customer reference numbers in case names).
Outlets	Correctly set up and named, outlets provide valuable data on where services are located, and can show the service 'footprint', i.e. where clients come from to access services.	When not all outlets are recorded, or where duplicates, incorrect address or post code are provided, it becomes difficult to understand where services have been delivered.
Standard Client Outcomes Reporting (SCORE)	Outcomes data is valuable in measuring the impact funded services are having on clients' lives, and on their communities, over time. This data source is growing in size and complexity, and is already proving vital for in-depth evaluation and planning of program activities.	If pre- and post- SCORE information is not 'paired' correctly, you cannot determine whether anything has changed for the client as a result of services received. Errors include selecting a different outcome domain for pre- and post-SCORE assessments, or recording a pre-SCORE for 'satisfaction'.



Australian Government
Department of Social Services

Data Exchange

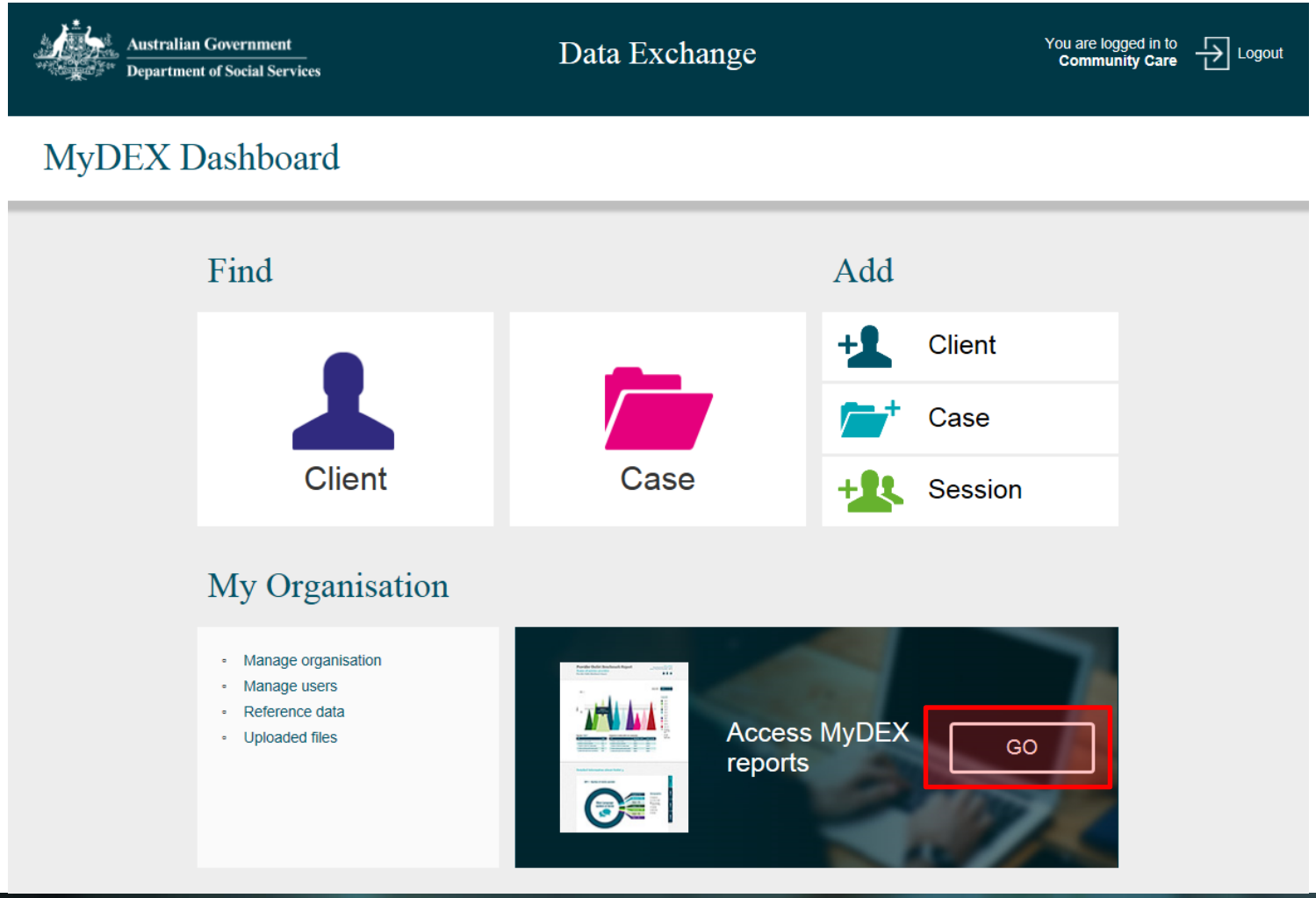
Reports Demonstration

Key points on reports

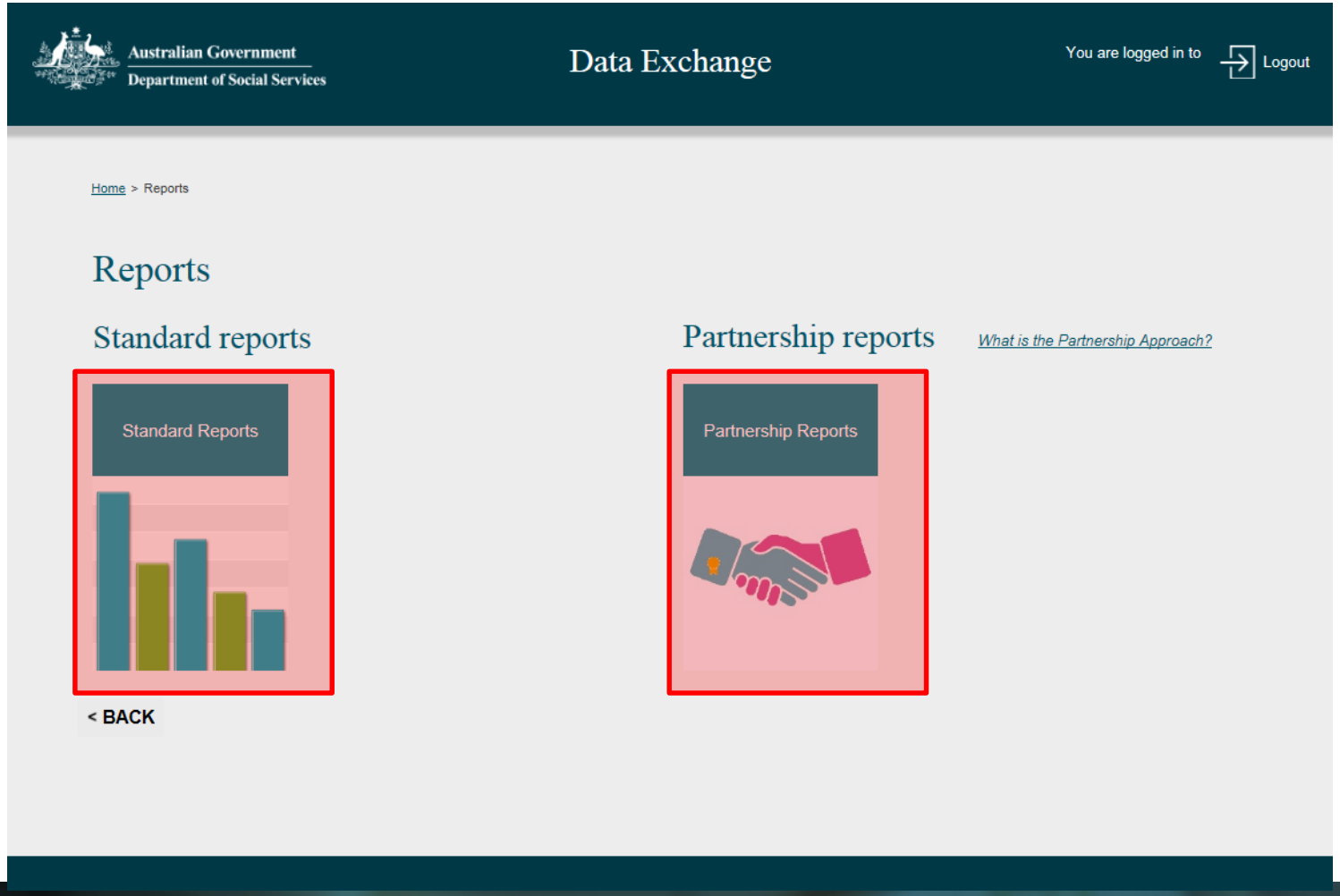
- Data that you record is the data that you will see in your reports
- A session must be recorded within the reporting period for a client to appear in the reports
- Reports mirror the access you have for outlets and programs in the Data Exchange
- Check your data regularly
- You can update client records at any time, but session information can only be changed during the relevant reporting period
- You cannot break the reports so go in and explore

Reading Reports Guide and reports task cards

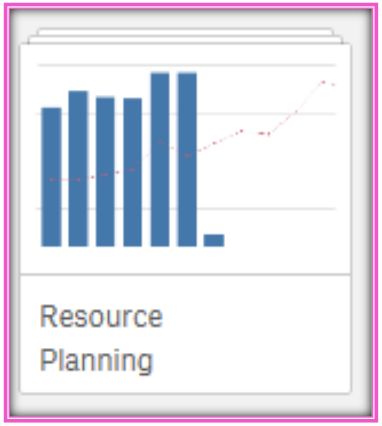
Accessing reports

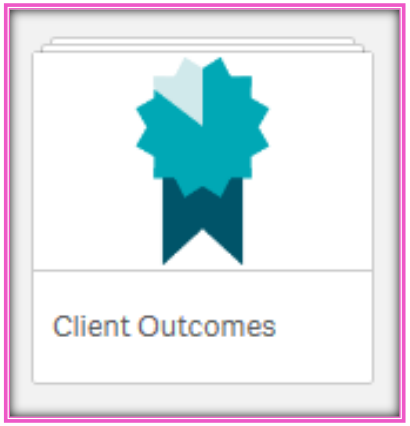


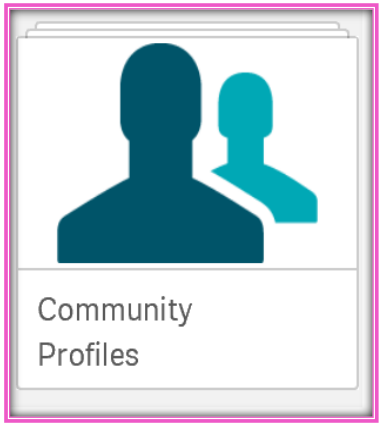
Report options



Available reports







Australian Government
Department of Social Services

Data Exchange

Reports demonstration

Australian Government
Department of Social Services

Data Exchange

Where to get help

Where to get help

Funding arrangement manager

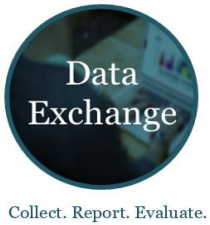
- Data entry issues
- Milestone / KPI concerns

IT vendor / specialist

- Issues or errors with upload
- Review and test

Data Exchange Helpdesk

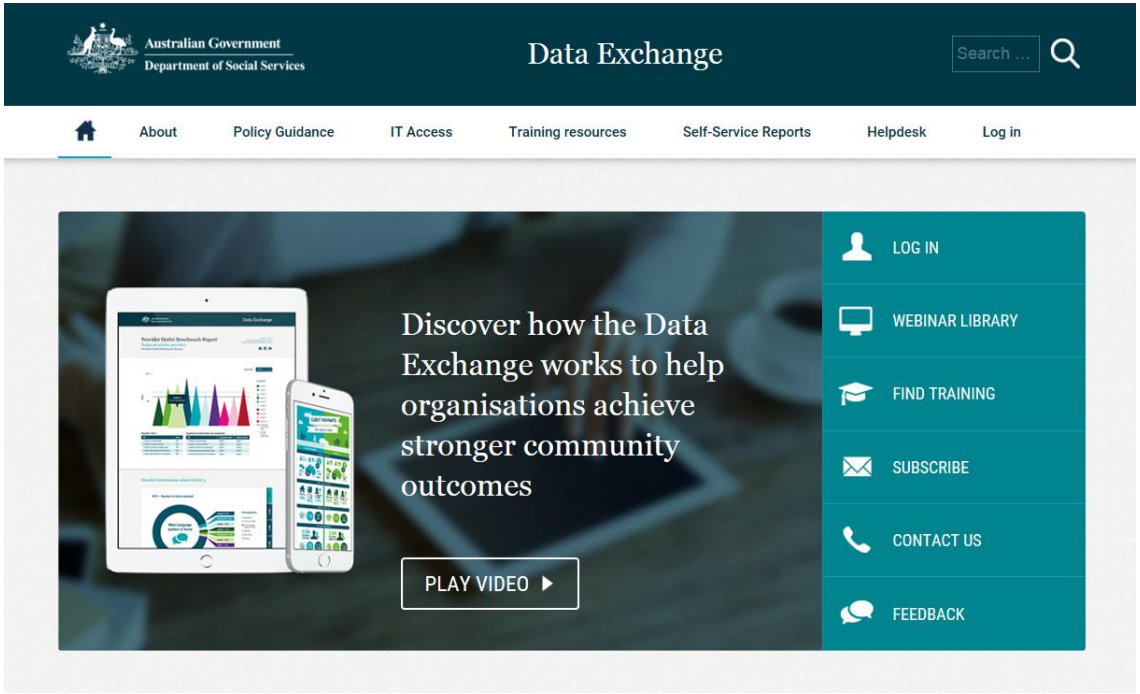
- Further assistance with technical questions
- Provide sandpit environment for IT vendor / specialist for testing



Data Exchange website

- Training material and policy support documentation
- Subscribe to receive updates

More information



- Data Exchange website: https://www.dex.dss.gov.au
- DEX Helpdesk: 1800 020 283 or dssdataexchange.helpdesk@dss.gov.au
- Subscribe to keep up to date

Australian Government
Department of Social Services

Questions

The webinar will remain open for questions and answers.

Any further questions can be sent to dssdataexchange.helpdesk@dss.gov.au

If you would like to exit the webinar, please do – and thank you for your participation.