Organisation data quality

Standard report – available to all organisations

This report highlights key data quality issues to assist organisations to improve and/or maintain data quality.

It shows how data quality is changing over time and can vary across outlets, helps identify different data reporting practices, and highlights areas where attention may be required (such as poor quality data in client and session records). It also provides detailed listings of client and session records with quality concerns to assist organisations to improve their data.

Unique features:

- Potential data quality issues around client information in the following areas:
    - Statistical Linkage Key (SLK) components
    - Client name, birthdate, key demographic details
    - Unidentified sole client attending a session
- Links are provided within the report to where you can find follow-up tips:
    - Why is this important?
    - How can I fix the data quality problems I find?

Key questions:

- Is our overall data quality good? Are there any unexpected patterns or trends?

- Have we recorded correct client personal details, so that our Statistical Linkage Keys (SLKs) are right?

- Are our unidentified / group client numbers at the level expected for this program? Have we got single clients in a session, where we haven't recorded their details?

- Can we complement or correct individual client information?

- Are there differences between our outlets in the way client and session data is entered? Can we identify outlets or activities with high / low data quality?

- How can we improve our data quality, now and in the future, by adopting best data collection and reporting practices? I.e. Do I need to change how I am asking questions to address high numbers of 'Not stated' responses from clients?

Main filters:

- Reporting period
- State / SA4
- Activity
- Outlet

TABLE 1 – Sheet information for the Organisation data quality report

Sheets:	Measures / Notes:	Displays:
User guide	• Report purpose, outline of main features, and data currency date and time.	N/A
Filter page	• Session Reporting Period • Lead Organisation • Delivery organisation • Outlet • Outlet State • Outlet SA4 • Program • PBS • Activity	N/A
Data quality health check	• Low quality Statistical Linkage Key (SLK) data • Clients with 'not stated' demographic values • Unidentified client attendances	Bar and graphs
Statistical Linkage Key (SLK)	• Clients with a low quality SLK • Subset of contributing factors (missing date of birth, name, gender, and pseudonym use) • SLK quality by outlet and activity	Bar, graphs and tables
'Not stated' demographics	• Clients with a 'not stated' value (over time, by outlet and activity) • Categories of 'not stated' data: gender, birth country, Indigenous status, main language, and disability status.	Bar graphs and tables
Unidentified 'group' clients	• Attendances for unidentified clients (over time, by outlet and activity • Sessions where the sole attendee was unidentified	Bar graphs and tables
Low Quality SLK Details	• Listing of clients with low quality SLKs and details of contributing factors	Tables
Not stated details	• Details on where demographic details have not been recorded: gender, country of birth, Indigenous status, main language, and disability status	Tables
Unidentified client details	• Number and details of sessions where the sole attendee was unidentified	Tables
Sessions with Support Persons	• Number and details of sessions where the only attendee was a support person	Tables
Session before DOB	• Listing of clients who attended a session on or before their date of birth	Graph and tables
Information page	• Glossary of terms used, grouped by category • Version history, with details of document changes	Lists

For all Data Exchange reports, there is additional user guidance available on the Data Exchange website (https://dex.dss.gov.au/).