Demonstration of the Partnership Approach Reports webinar

Webinar transcript

Welcome and thank-you for joining us for our demonstration of the partnership approach reports.

During the information session today, what we are going to be covering is first of all look at how the organisation administrator can access the reports on the Data Exchange website, we'll look at the reports that are available at the moment for the partnership approach as well as looking at some reports that are currently in development and then we will look at the different resources such as the Qlik task cards which we can actually show you, and step you through the process of how you can use the Qlik reports.

So, firstly what we will do is have a look at how your organisation administration can actually access the reports on the Data Exchange website. So on your screen you have the Data Exchange website there. What your organisation administration would do is click on the log in button here on the right hand side. The MyDEX Dashboard will appear. So you'll notice here that you have got a find a client and find a case and underneath those two selections you have the Access MyDEX reports. Select the 'Go' button and then you will come to the reports page.

You will have the Standard Reports with the tile access there, and also the Partnership Reports access buttons. So, you can see here that this is colourful and is accessible for organisations that have opted into the partnership approach. Now if this particular tile is greyed out, it does mean that you don't have access to these reports. Either your organisation hasn't opted into the partnership approach or you haven't been provided access as yet, if your organisation has opted-in.

So what we will do is select this particular tile [partnership approach] and the next screen that will display will actually be the Qlik Sense screen. So at the moment we have two reports available to view. These are the Resource Planning report and also the Service Footprint report. So there the reports for the partnership approach that are available to organisations that have opted-in at the moment.

So we will take a look at the Resource Planning report first up. So we will actually have that on the screen, so I will get that one ready for you. Now all the data that we're looking at in these reports is all training data, so it's all fake data. No live data or real data is used, just to make you aware of that.

So, the Resource Planning report, was asked for by service providers, who asked for this report to be developed. It's a very good report because it will show you what is happening in your particular organisations. We'll have a look at that a bit more further. You'll notice first of all, when you come to the reports there are base sheets here. Now a sheet is the same as a page. So this is the different pages of information that are available in your report.

So we are going to select on sessions here. And really what this report does is provide your organisation with your peak and troughs that are occurring not only in the current year but also the previous year, this will compare those for you. So clearly you can see what is happening in the amount of sessions and clients that you're seeing in your organisation.

So, just a bit of a tour of this page, first up. From the left hand side, you can see here that we have a brown ribbon at the top here, at the banner. So this is where the filters that you have selected will actually display, and you'll see that as we move throughout these different reports.

You'll have then the delivery organisation name, so if there are a few different organisations there under your umbrella and you have got access to their information, you'll see their names under that particular heading. We then have outlet names where you can then select from the different outlets and the program activities listed there too.

In the middle of the screen you will see a graph and the blue here is the sessions for the current year and the red line is the sessions for the previous year. So, you can compare your information there. Also, down the bottom we have average number of sessions attended and average number of clients per case.

Now these reports are very dynamic, in that you can make a selection and the information will change based on the filters that you are applying. And you will notice here that the filter 'Outlet 1' is now displaying in that filter ribbon.

So with my outlets, I can actually select multiple outlets, or I can remove those and just select the one outlet that I want to look at. All I do, is once I have made my selection, I can confirm that selection by selecting the tick button there. And that will lock that particular filter in place.

So we can see here that the information has changed. Now another handy feature that you'll notice is this particular snapshot button. So what I can do when I want to build my own presentations, I can click it and it takes a snapshot. I can put down what it is, and for this case I am just using 'test item 1', and save it. I can then go into my particular presentation that I have already set up, or I can create a new one. I will create this particular one, my new story, I'm just going to put in here test and I can add a descriptive text here if I want to. Then I can select it and I can actually go in here, click on the camera, and drag the item I have just taken the snapshot of. I can make it smaller or bigger by adjusting these orange handles. I can also drag a title across and add a title and I can add text into a paragraph. So there are a lot of different ways I can use this. Ok, so what we will do is go out of that then, and back to the app overview.

I will go back to my sheets. We'll go back to the sessions sheet that we had open. And we can see that this is the information that we selected with that outlet and also the program activity stays there. So, those program activities that are greyed out, there ones that aren't actually available under that outlet for your organisation. So, if I want to, I can actually now click into say October, and select October, and it will now actually highlight the days where I have had sessions and clients actually recorded. And you can very clearly see, for the last reporting period I had a peak here on the 21st and 23rd and I've got some troughs down here. I can see what is happening in my organisation for that particular program, at that outlet. I can look at that and I can see that I might need to actually have some more staff to attend on those particular days. Or I could look at that information and go 'hmm that's interesting' normally at this time of year we're very busy, what's going on? So it's a really good tool for your organisation to use for planning.

By selecting this drop down arrow up here on the right hand side, it then brings back those base sheets or pages again for me. So I can now go in and have a look at the client information for that and the number of clients selected for that outlet. Also available on the resource planning report, if I remove this filer here, we have a summary page that lists all the different activities, cases and sessions for the current year and the previous year. So, it's a very easy comparison table. And there is an information page which highlights the different documents available, such as the Data Exchange framework, the Data Exchange protocols, with links to those documents. There is also different grouping and terms and if you scroll down, using the grey scroll button on the side, some of these definitions may include links to other types of information and documents. So they would be there and you could select those and it would take you to that information. Ok, so that's the Resource Planning report.

What we are now going to have a look at is the Service Footprint report and that will display on your screen very shortly as well. Ok so there are quite a few sheets available in this report and you will notice that there's different locations such as SA3, SA2, LGA, which is your local government area. So, basically Australia is broken up into boundaries, as per the Australian Bureau of Statistics, starting from SA4 and working down to your SA3, SA2 and LGA there and to population. So, this is what those maps actually show. So if we just select the SA3. Now very interestingly with this particular report there's a lot more information compared to just the Resource Planning report. So, I can make my selection based on reporting periods and you can see how the information changes. I can again select one or two or three depending on how many reporting periods I have available for my selection. I can also select program activity, and again just remembering that this is a training database so sometimes the information may display a little bit unusual, but in the live system everything would be working fine.

So I'll just select a reporting period and I'll select a program activity. And that information will now change the display based on my filter selection. So you will notice here that we will have a number of individual clients, number of sessions and average session attendance. We also have got statistical area level for the different client counts and towns and we have remoteness areas broken down into major cities of Australia, inner regional, outer regional, remote and very remote. So just showing where your clients are based, compared to your outlets.

So the handy feature with this particular report is that I can select here and I have a lasso function. So I can click on that particular icon and I can actually lasso an area that I want to have a look in more detail in. And you can see that has broken that down and actually zoomed in to that particular area that I have lassoed or actually drew the boundary around, that I wanted to have a look at. And again I can drill further into that by making that selection and that will bring up the information there for me. So, again a very handy tool to find out what is happening at your outlets. Now what I can do, is I can is just make the selection there at the top right hand side with the different sheets and I'd like to have a look at my outlets contained within that lassoed area. Ok you can see those there. Again, I can drill down further down into that particular outlet, confirm my selection and that will bring it down to the suburb and street area. So I'll remove that particular outlet there, the filter.

And I am going to now have look at the client demographics for that particular area I have lassoed. So again the number of client figures have been amended based on my selection, individual clients by gender, individual clients by age grouped, individual clients by Indigenous status, so have my clients identified as being Aboriginal and/or Torres Strait Islanders, Cultural and Linguistic Diversity or CALD and also individual clients by disability impairment or condition, so those clients that have self-identified as having those.

So we can if we select a particular graph here, on you mouse you can also, using the scroll, move that around to actually view it how you want to. Now, very interesting, especially if there's a particular pie chart that has got a lot of information and that is not displaying, you can certainly move that around to have that. I can drill further into that, where it then provides me with further information as to the selection there that I have made. And there is an information page, again similar to the one on the Resource Planning page there. So very good to see what is happening in your outlets within your particular service area with this report and breaking the information down that way.

The next report that we will take a quick look at is the Extended Demographics report. So we've got a few items on this particular report. So we are going to first of all look at the mandatory demographics, they are the mandatory questions that are asked of your clients, so their particular age, their gender, again their Indigenous status, disability status. And again we can select by filtering down into the reporting period and our organisation and also our activity. Now this will be, again, really handy for you to look at and see if the program I am delivering hitting the right target age groups and the right gender groups, all that sort of information. Now you may notice in some of these pie charts too, if there's a not stated like we are doing here, this could be a missed opportunity to actually collect valuable data. So it could be if you've got a high piece of the pie that is showing this, maybe going back and having a discussion in your organisation saying 'how can we improve the collection of this data', so that we can actually then benefit from having a valuable data source.

We'll then look at the cultural and linguistic diverse indicator or the CALD. That consists of the clients country of birth, and also the main language spoken at home. And again we can see for this particular example we've got quite a breakdown not only in the pie chart, but it presents that information as well in table format. So you can either select that particular filter and it will break it down, so you can see here for Scotland as 145 for the country of birth, however their main language spoken at home is English, and we've got a small percentage there of not stated. We can remove that particular filter and we might go to Poland. So we've got 40 clients there were born in Poland and we've got a Polish main language spoken at home as17 and a half percent. So, this will be really good for your organisation to say 'hey we've got a high percentage of clients that come from a non-English, this is their main language spoken at home, so we may need to have a translator come in and assist us in service delivery if we do need to translate, just to make sure that the clients are actually going to be receiving outcomes that we want them to receive by them accessing our services.

So, we'll take off that filter, the next sheet that we are going to look at is the expanded CALD information. So this is looking at those voluntary items there, for the partnership approach, looking at ancestry, looking at migration visa used in Australia. So again, very useful for settlement services or if you're wanting to know where your clients have come from, so you can get a real background and the complexity of your clients. And, so with this particular one here, we've got a high number that is not stated, so it's a missed opportunity   for organisations to actually be gathering this valuable and vital data.

We'll then go into the Housing and Income sheet, and this provides information on homeless indicator, household composition and income source. So we'll just talk through, so very useful for organisations who are delivering maybe aged care services activities and programs, so looking at clients who you're want to find out what kind of support they have at home after they have received a service. What is their household composition, are they homeless, having looking at those kinds of things here too. And again, if you're delivering a program that is targeting the reduction of homeless, or you'd like to get that information, that is a high number of unknown. So again for data quality purposes you'd want to be again discussing this within your organisation, how you can actually start collecting this valuable data and making sure that the data is of high quality because with these particular reports the information that you put in is what you will get out and so we really do want you to benefit from this valuable data.

And then the last sheet that we have available here in the extended demographics report is about the referrals, so you can see here, we've got a referrals in, so what is the referral source, are they coming from GP's, are they coming from your website, is it word of mouth, all these different areas. And again, it can benefit your organisation and business because you can see if this is working, so, we've got a great website, we're well known but were not getting a high number of GP referrals so we may need to advertise and speak to someone there, let them know the services we are delivering. There are also reasons for seeking assistance, it could be a primary or not primary reason and we can find out there as to why our clients are coming to see us. We can also have a referrals out, so where are we actually sending our clients once they have gained access to our services or they may require further services that we are delivering or we are not delivering. And so that will give us the referrals out and the referral reasons as well. So, remember these reports are in the training database and so information certainly will be there in the live system.

So that's the extended demographics report. We'll now go and have a look at the Community Profiles report. And this report here, very shortly shown on your screen, this actually draws information that is available there in the public domain, all together in one report. So we have had very positive for all out partnership approach reports, and this one too, because we've got service providers telling us that this is great because before they had to have people go and trawl through different websites to get all this information and then compile it, we've done the hard yards for you and your organisation. So were got information from ABS, SEIFA, Census information, that's recently been updated with the latest Census information, information from Department of Social Services and Department of Housing as well as other data sources.

So we'll have a look at these particular sheets as well, and they run in the same way as with other reports, in that you can select your region and it will bring down those figures or display the figures relevant to the region there. Very easy to add and remove filters. So we're looking then at physical health in your area, had the following performance. So its comparing what is happening actually in your area, its showing what is happening in your community. So when you look at your particular reports, such as your Service Footprint report and your Client Demographics reports, its actually having a look at what is happening in your organisation and this is what's happening in your outer community, so you can make a really good comparison. And again if you want to filter it down, you can select and the information will change based on the filters you have selected.

We're then looking at mental health in your area, had the following performance, and you can see there, the figures with the estimated people in the community that had an estimated mental health condition, and the different measures that are used here from no stressors to bullying and harassment, and measures for the overall life satisfaction. So, different ways again, that you can select the data and compare it to what is happening in your organisation and the clients that you're seeing.

Personal and family safety, so looking there at figures that are the estimated physical assaults and threatened assaults in Australia. We've also got prisoners with prior history of imprisonment in Australia and also estimated break-ins and attempted break-ins. Moving along, we'll look at community participation and networks in your area had the following performance. So, we're looking at an estimated amount of people that are unable to get support in times of crisis, from persons living outside the household. So, services people had difficulty accessing and frequency of face-to-face contact with family and friends outside of the households. So, again, looking at what is happening in the community and you can compare that with what your programs are delivering.

Age appropriate development in your area had the following performance, and so we're looking at how many children were immunised and how many were estimated enrolled in a pre-school program. So very beneficial if you've got your organisations delivering programs for these particular areas. Again, highlighting an area and section and if you hover over that it will actually filter that and it's bringing up, if we click on there, different ratings there and numbers.

Managing money in your area, so how many bankruptcies in your area, and also, how many people in your area unable to raise emergency money. So, very good information too, if you're delivering emergency relief services and all those particular services there, financial and wellbeing.

Material wellbeing, different people then, figures on how many people with Government pensions and allowances, and the different ones there, again the measures, and the average number of motor vehicles. And we're looking then at most common weekly household mortgages and rent, in Australia, mortgage repayments, household income. So, we might actually make a selection and see how that changes the figures. So that's in your area, and those amounts there on the right hand side are in Australia, so comparing that. So, really very valuable information, very insightful.

Looking then at education had the following performance, and again let's try NSW and we will select that. Ok, and those amounts change there, and again using those measures. Employment, looking at employment rate and participation rate, and looking at the occupation of people in the labour force for the different occupations, and also unpaid work. And so you can also move these across to grab the other states and territories there, and the same with this window here. So, that's just to make sure you are capturing all the different information.

Family functioning, looking at the amount of children in out-of-home care in Australia, and also, the amount of children affected by divorce in Australia. So, looking at marriage rate, percentage of one parent families and the divorces.

And housing, looking at the mean house price in Australia, that looks pretty realistic, what's happening around the different areas, and again you can use this little sliding scale down the bottom window, to have a look and select your different areas here. And so, looking at figures for households in social housing in Australia and also an estimated homeless people in selected areas. So we do select a filter, again we can see how that figure changes depending on the state that we have selected. And we have then, the last page, is a data source, so where has all this information come from and we've got then hyperlinks to take us to that information. So there are the different reports that are available. Se we've got the two reports that are available are the Service Footprint report and the Resource Planning report. The ones that are in development at the moment are the extended demographics and also the community profiles that we've just had a look at. We do also have some other reports, one for CHSP which is program specific, which is in development and also a SCORE report which is in development as well.

So, we will now go through and we will show you where you can find the resource information. Especially on how to use the Qlik applications that you can see there in your report. So on the screen again, we've got the Data Exchange website. And to obtain task cards for how to use Qlik, select self-service reports, and what we will do is just scroll down and you have support material for partnership approach reports. And there you have the different Qlik task cards that are available. Now, there are updated very regularly, and as more reports become available, there will also be information available on those particular reports as well. For other training resources, for task cards and e-learning modules on how to use the Data Exchange, and also on how to record partnership approach information, such as extended demographics and SCORE, if you select Training Resources tab, and we have task cards and e-learning modules, and there we have information on adding a SCORE assessment on number 12 under task cards, and add a SCORE assessment, number 14 under e-learning modules.

If at any time you need further advice on how to use the Data Exchange or also about partnership approach information, certainly you can contact us on the Helpdesk on dssdataexchange.helpdesk@dss.gov.au or contact us by phone 1800020283 during those times.

So that was a brief overview of the partnership approach reports, so we've got again, webinars and information detailing about partnership approach there. I might just go back to our homepage so that you can see where different webinars are in our webinar library. And there are some previous webinars there that we've held on different topics that you can access as well.

So, I'd like to thank you for your attention during this information session today, and I'm sure you'll agree that the partnership approach reports are very colourful and dynamic, very exciting and a really good business tool to use for your organisation. We look forward to having you join us next time. Thank you.