Transcript for CHSP Organisation Overview report webinar held 10 October 2017

Good afternoon and welcome to the Data Exchange Webinar about the Commonwealth Home Support Program or CHSP Organisation Overview Report. This report is only available for organisations funded for CHSP programs and was released yesterday afternoon on Monday 9 October.

My name is Marita Baier-Gorman and I am the lead trainer for the Grant Systems Training and Data Exchange Policy team. We come together today on many traditional lands around the country and I would like to acknowledge the traditional owners of those lands and pay my respects to elders past and present.

Throughout the webinar, there is a control panel that you will see on your screen. Remember to check your sound. Your microphone symbol will be red to show that you are muted. You won't be able to ask questions using your voice today but there is a question function for you to type in any of your questions throughout the webinar. Clicking on the triangle on the topic of interest will expand that area. To ask your questions type into the questions field.

I am joined by two of my colleagues today, Angela and Brendon, who will be available to answer your questions so if you find yourself considering questions as we move through please send in those questions for Angela and Brendon to answer. We will also be leaving the webinar forum open at the end of the walk through for any residual questions and particularly if you have any questions regarding CHSP policy do contact your Grant Agreement Manager.

We have also provided a handout today which is a PDF copy of the slides we are using and that can be downloaded in the handout section of your control panel. When the control panel hasn't been used for a period of time it automatically minimise from your view. So to expand the panel again simply select the orange arrow that you can see there on screen and it will automatically expand or pop out the control panel for you so you can ask your questions.

The purpose of this webinar today is to provide you with a practical walkthrough of the CHSP Organisation Overview Report to assist you in navigating this report and for using the data for your own gain. The report replaces the CHSP report that was available through COGNOS and has some improvements to the COGNOS reports which I will demonstrate and walk through together today. While we're there I do also want to share with you some scenarios of how you might use this report and what it can show you.

There will be a webinar undertaken by Health which is cover how to report within the Data Exchange CHSP sub programs but today we are strictly covering the report itself and the information you can get out of the report.

Details for that webinar I just mentioned will be distributed via Health's bulk information distribution soon through their bids notices that some of you may recall so more information about that webinar will be shared shortly.

To access your reports you do need to log into the Data Exchange portal so for many of you this screenshot will be very familiar. This is the MyDEX Dashboard within the portal of the Data Exchange. So

once you've logged into the Data Exchange simply select the GO button in the bottom right hand area of your screen under Access MyDEX Reports.

Now the good thing about the Data Exchange reports is that they reflect the permissions of the user accessing them. So what this means is if you've been given permission in your organisation to only enter data against a particular outlet or one particular CHSP sub program such as Community In Home Support. What that means is when you have run a report you will only be able to see data that is relevant to that outlet or that sub program.

So what's excellent about that anyone with access to the DEX website portal can actually run a report on the items that are relevant to them. When you select that GO button you will be presented with the following screen; which has the standard reports and the partnership approach reports.

Now if you have opted into the partnership approach some of you may have gotten a little bit curious and selected this tile on the right hand side just to find out where it leads and if you've done that you'll notice that what will occur is an internet browser popup that will suddenly appear on your screen entering you into the QLIK sense area which shows our two partnership approach reports which are the Resource Planning and the Service Footprint report. Now more information on these reports is available on our Data Exchange website under our webinar library. We have a few recordings there that you can have a look at if you are interested.

Otherwise, if you're not participating the in Partnership Approach you have probably still come to this screen and are more likely to engage the Standard Reports tile on the left hand side. So this is where all organisations using the Data Exchange for their performance data entry are able to access their reports and this is where you'll find your CHSP org overview report which we are exploring together today.

So, once you select that tile you come through into your Qlik Sense area which you can see here on screen and you'll notice that it has your CHSP Organisation Overview report listed. Now some of you tuning in today may actually be funded by DSS or the Department of Social Services I should say to be clear or another funding agency. If so, you may also see the Organisation Overview general report there as well but the one we are looking at today is the CHSP Organisation Overview.

So we are just going to pause for a quick moment because it's Poll Time! And this will allow me to offer around a short poll to all of you tuned in to get a sense of which of you know about the Qlik Sense Report taskcards that are available on our DEX website. So I am just launching that now and you have the next minute to just enter in your answers to let us know if you are aware of these report taskcards and if you have used them before because they are available on our DEX website.

That's excellent everyone. Thank you so much for taking a moment to pop in your answers.

So as we can see the results of that particular poll and thank you for bearing with me. I just find I turn the audio off during those polls although in future webinars it would be quite fun if we have some "waiting" music. But as you can see from the results that came through polls there is a large majority of you that weren't aware that the taskcards were available. So, I just thought I'd let you know where you can find them. So, here on screen you can see our Data Exchange website – this is a screenshot of the website and in our Self-Service Reports tab there on screen if you scroll down to the bottom of the page you'll find our support material area. So this is where you'll be able to find those taskcards for our Qlik reports and this essentially walks you through the functionality of the Qlik reports information that you might be interested in.

One of the benefits of Qlik is that no matter what you are looking at they do behave the same way and have very similar functionality. There is also a reading reports guide that we have for our other Data Exchange Reports. There will be a specific CHSP Org Overview reading reports guide that will also be available for you on the Health website and we'll also have a link to that particular document here on our DEX website as well.

So, to take you back to our Qlik Sense screen, we've logged into our reports, we've come through and we would now like to have a closer look at our CHSP Org Overview report. Once you select that tile the report will then load and will show you this first opening screen of the report and I will just wait a moment for the webinar to catch up with me – there it is. So you will notice here it will bring up the report here for you the number of different pages, also known as sheets, within the report and each of them cover different information.

So I am going to step through a basic overview of each of these now and then we'll go into the live environment together. So, the first sheet you can see is the overview area. This will give you an overview of your performance, your sessions, your clients and also your outputs in terms of hours, quantity and so on.

The outlet sheet allows you to get a sense of your outlets. So, if you have multiple outlets, you can see, visually, exactly where they are on the map and you can also get a sense on how they are going in terms of the clients they have been recording over time.

There is the Hours and Quantity by Service Type sheet. This breaks down your hours and your quantities as recorded and then you can further filter to find out more information. There is also the Fees and Costs by Service Type so if you have been collecting client contribution information or there are particular costs to your services this is where that information will be able to be seen in greater detail. Hours and Quantity by Period sheet allows you to see those hours and quantity outputs but by period so by a specific reporting period or over months of the year so you get a sense of which times of year were higher in terms of those particular outputs and this is the same for Fees and Costs by Period sheet.

The Client Location sheet allows you to get a sense of where your clients live. Now this can be particularly important and useful for yourselves to get a sense of where you're travelling to get to your clients or also, in some instances, how far they are they may travelling to get to you.

The Client Demographics sheet has your client demographics information listed so things like age groups, gender and so on. There is also our Clients by Cultural and Linguistic Diversity so information surrounding country of birth, language spoken at home can be found here and the Client Home Situation sheet allows you to have a look at those extra details that are relevant to the CHSP program. So items such as DVA card status, whether or not clients have a carer also an accommodation setting, information can be found here and can also be used as filters throughout the report.

And this last sheet you'll notice is an Information Page. Now there is an Information Page at the end of every single one of the reports that our Data Exchange Reporting and Analytics team releases. Essentially, it is an interactive glossary that outlines every term and definition used within the report and it is quite useful and I will give you a sense of what that looks like when we move to that environment together. Ok so we're about to go into our training environment for the CHSP org overview report and give you a walkthrough of the report how it behaves, what it looks like and the information you can find is within it. But I thought for a quick moment I might pause and let those of you who have two monitors if you wanted to open the webinar on one of your monitors and then perhaps open your own report on the other screen so you can follow through with me and we can sort of journey through together. Now some of you tuning in may not have the luxury of two monitors, but you can still do a split screen across one monitor, so I thought

I might step you through that for a minute so you get a sense of what that looks like. So here you can see I am exiting out of my PowerPoint and I'm using the restore button here at the top of my screen, to just minimise my screen. What I'm then going to do is go down to my internet browser, and I can then bring up a separate internet page here for myself, and go through to the data exchange website so I can log in.

So for those of you who are just using a single monitor, this is what you can do to get a better sense of listening to what I'm stepping you through, but then also get a sense of what's happening on screen, if you'd like to do that your more than welcome. So I'll just pause for a moment and allow you to do that if you choose.

And I will say thank you to the kind person who has popped in a comment about my very colourful desk top screen, it is very colourful, thank you for that compliment.

Ok, so I've logged into our training environment for this particular report. Now it is a training environment so the data we are about to see and explore together is completely fictional, I just want to put that out there to begin with. One of the great things I love about these reports is that you don't have to start from the left and move across to the right with the sheets in any particular way. You can actually move around the sheets, and bounce around to what is of most interest to you. Which is quite clever and just a little bit easier, particularly when you're following a train of thought to find out the information you need. So what I've done here is gone into the overview page, and you'll notice it gives a count of the number of outlets, your clients and support persons, the sessions, and then also information overtime, as well as your outputs along the bottom.

Now along the left hand side you'll notice a number of different filters, and some of these are very different to what your used to seeing in COGNOS, so I'm going to step you through that now. First of all you'll notice the reporting period, and what is excellent about these reports, you'll notice in Qlik reports which are very different to COGNOS reports is previously in COGNOS you were only able to run a report for one six month reporting period at a time. This will actually allow you look at your data, of the entirety of data. So if you have been entering CHSP information into DEX since 2015 when the program first came on, you will see all of your data cumulatively. However, if you wanted to look at one single financial year you can do that. As you've seen what I've done here is I've actually clicked a particular financial year and it has highlighted that area in green. To apply that filter what I need to do is to select the green arrow, on the top right hand side.

So what this has done is applied that filter to my report. You will also notice or see a breakdown of those six month reporting periods. So if I did want to go to just the January through to June period that occurred recently or if I wanted to go back to my July through to December last year I can, otherwise I've got that financial year there. Every time you apply a filter you'll notice it will appear at the top of the screen in this grey ribbon. So it will be very easy to keep track of the filters you are applying and to remove those filters as well. Now the next area moving down you'll notice is client type. So client type in the COGNOS reports you only had the individual clients. Here you can actually select whether you want to look at the individual clients, whether you would like to filter by group clients, which are those unidentified client counts, or also as well if you would like to look at your support person counts. So if you've been recording support persons you should get a sense of that. Now I've ticked all three but of course you can select one in particular for yourself.

I'm just exiting out of that area so I'm not applying a filter. Now the next filter down shows the various CHSP subprograms that you've been funded to deliver. Because this is a training environment they are listed as activity one, two and three. So for yourselves looking through the reports you'll notice community home support, assistance with carer housing, carer relationships, and relationships supports and so on. You will

be able to see them there. But this is a training environment so there are rather vague names to demonstrate. What is excellent about this particular report as well is what we're very excited about in comparison to COGNOS is your able to use the service types to filter the entire report. So what this means is if I would like to look at just my domestic assistance, I can select that area and you'll notice the reports already changing on screen to show I'm selecting that information and I can apply that filter. So essentially it shows me all my domestic assistance happening and only the information relating to that and you can use that as a filter throughout the whole report. Any filter you apply to any sheet, will filter across all the sheets, so it's incredibly effective in terms of getting a sense of what's happening where and how.

I'm just going to remove that filter by selecting the x button on the top of the screen. Now before we move on to our next area, I think I'll just talk about some items in the page itself. So you'll probably noticing most of them have keys which you see here out individual clients in blue, group clients in yellow and we've got our support persons in red along the top. You'll probably be noticing as I hover over something it has a pop up which gives me the individual counts. I can also select a particular state as well so if you have outlets in multiple states but you just want to look at one you can apply that as well. Although a lot of the pie charts and graphs within these reports are interactive, you can select and deselect while moving through them. Now moving along to the bottom you'll notice the outputs as well, so this gives you a count of the outlets by quantity, also your outputs by hours, your outputs in terms of costs, and also fees, or as your probably more comfortable using the terms client contributions. So if you've been collecting information in terms to clients contributing for a fee for services.

Now the outputs for quantity and hours, are actually timesed by what the quantity or hours were that you recorded in DEX and then timesed against how many clients or support persons attended that particular session. So for many of you, you're probably be a little bit concerned looking at your data exchanged outputs verses what was in your activity work plan some of the numbers look a bit different because DEX is all about capturing what actually happened. So this report essentially multiplies that for you with these two widgets, and these two outputs I should say. So it gives you an idea for what you activity work plan looks like in terms of you activity work plan numbers. So there's a few different ways you can move through the sheets in the report. You can either go up to the top here and click on the menu, which will drop down all the different pages. Or you can use the forward and back buttons as well that are listed there. So I'm going to move across to our outlets section.

So this is our outlets page, and as you can see it brings up a map showing all the different outlets that you have, now this is a training environment so we have outlets all over Australia. But for yourselves of course depending on your outlet variety you will be able to see where they are placed on the map. Now what I really love about this report is you can filter by outlets. So if you wanted to select one particular outlet on the map you can. You can also use what we call the lasso tool, so right at the top of the screen when you hover over the map you can see this little lasso function at the top. You can click the lasso and what this does is it allows you to draw around the outlets you would like to have a closer look at and then you go up and click the green tick and what this does is essentially filters down to just those outlets you have physically drawn a little loop around.

So it's a really easy way to hone in if you've got multiple outlets you want to look at. You can also get a sense of how each of those outlets have been recording their information. So a really easy way you can see looking along the table along the bottom, I can see my outlet name, I can see how many individual clients have been recorded for the financial year, support persons, group clients but also sessions. So if I wanted to get a sense of which of those outlets had selected the highest amount of sessions, I can hover over the top bar area of that column, simply click on it, and what will happen is the report will refresh to ascend or descend. So it will change and then default to the highest count of sessions at the very top. So I

can see here my outlet 2364, very generic name of course being a training environment, I can see that particular outlet had certainly the highest number of sessions offered throughout that financial year.

This is the same with individual clients as well, so if you wanted to get a sense of which outlets had a high count of individual clients, you can select that area so we can see here outlet 496 got over 5000 individual clients which attended sessions this can also be used for data quality as well, so if you're seeing really high levels of unidentified group clients that maybe you weren't expecting you can also select this particular area and that would default to let you know, oh ok outlet 989 has only 500 identified clients, but over 2000 unidentified clients, now that might be quite logical to you if that particular outlet delivering a particular service to the general members of the public you can sit there and be ah yep that was the number I was expecting, or it can be something a little unusual, but now you've narrowed that down to that outlet, so you can ring them up on the phone, give them a call or email and find out what might be happening there.

So we're moving across now to another sheet, and I would like to explore the hours and quantity by service type sheet. So it's just come up on screen here and you'll notice I've got my outputs by hours along the top and the outputs by quantity along the bottom. Now as with all other graphs and charts in the Qlik report they are interactive, so I can see here social support group was particularly highly used. Now keep in mind filters, social support group was very popular in terms of hours within this particular financial year and within these particular outlets I have selected on my map. So always keep in mind the filters you put along the top. So if I wanted to have a closer look at my social support group I could select that and find out some more information. I could however filter down and funnel to something else such as domestic assistance. So by selecting my domestic assistance you'll then notice the report will break it down show me how much of those hours were general house cleaning, how much of those hours were unaccompanied shopping, how much of those hours was linen services. So it gives me a really clear breakdown there. This works exactly the same for outputs for quantity, so I can see here I have meals, transport and also good, equipment and assistive technology. If I was to select on that technology on the bottom there, apply that filter, you'll then notice it then breaks it down for me in terms of other goods and equipment, support and mobility aids and self-care aids. And this works the exactly the same too with something like meals for example, and apply that filter, it then shows me the break down between meals at home, verses meals at centre.

So moving along to the next sheet we can also have a look at fees and costs, by service type. So, this where if you have been collecting client contributions you can get a sense of where that's happening. So meals was obviously our highest area in terms of client contributions, and again if I select that and narrow down we can see meals at home was where those client contributions was occurring the most verses meals at centre, and we have the amounts listed there as well. This works exactly the same as outputs and costs, which you can see on the bottom half of the screen, so for example in terms of home modifications, I might want to select that and get a better sense of my cost of home modifications I can see there. Likewise, I may want to go into my home maintenance, being the largest area in terms of the costs, and that then breaks it down to show me what those costs were, so I can see garden maintenance was the highest area of cost to my organisation, closely followed by home maintenance and repairs, and then major home maintenance and repairs. I'm just going to deselect that filter once again.

So we're now going to move onto another sheet which is hours and quantity by period. So this is where you are able to get a sense of your service types which are the most popular, but what are their ratios in regards to each other over the course of a year. Now because we have selected a financial year which you can see, just to remind you up here in our filter area, you'll notice we just have the last financial year presented, if we had a broader or narrower reporting period we would just show us the months conducted within that period. But what this can do is show you what is most popular and when.

So what we can see here is this lovely, burgundy sort of pink colour here, that's in the centre of our columns, if I have a look at my key on the right-hand side I can see this is nursing. So what's interesting here is nursing seems to really kick off in terms of February and March, so I can see the service is used greater as time moves on. Oops social support group, so I can see those fluctuations as they move along. In terms of if I compared this to the blue area here which is domestic assistance, I notice that over the last couple of months domestic assistance has seemed to be about the same in terms of ratio, so you can see that there in the graph. Now on the graph at the bottom of the screen we have outputs – quantity by service type and month conducted, so this is the same aspect it is just having a look at those quantities. So for my false organisation which I am stepping you through today I can see these are my three service types, that collect quantities for and I can get a real sense of what their ratios are and I can definitely get a sense meals is my biggest service in terms of quantity.

So I'm going to move across now into another sheet, and this is looking at fees and costs by period. So this is where if you have been collecting those client contributions you can get a sense of where they come from. And automatically looking at this financial year I can see in my organisation we obviously got incredibly good at reporting client contributions, as of January recently which is excellent, but in terms of breakdown there you can get a sense of what's happening in terms of meals, can hover over the green area and get a sense of home modification, also get a sense of home maintenance and so on, and you can see those fluctuations. Now if there is a particular month you want to have a closer look at, you can of course apply that as a filter as well, and by doing that it will actually split up the client contributions by days of the week as well. Which I find can be incredibly interesting depending on the service type we are exploring. And as we can see here there does not seem to be much contribution on the weekends, but Fridays seems to be a really big contribution aspect, particularly for meals. So meals on a Friday are a big part of our business, and that is something I can glean from this report. Just going to remove that filter there, and you will notice by looking at the bottom half of the screen it is the same for outputs in terms of costs by service types and month conducted as well. So you can hover over each of these to get a sense of what is happening there we can see home modifications had a huge spike in February this year.

So we are moving across now to the client location sheet. And the client location sheet also has some excellent enhancements that are improvements from the COGNOS report that many of you are used to. The main one is essentially you can have a closer look at where your clients live, but can then compare it depending on region. So as we can see here as I selected particular outlets it's just showing me clients who have been accessing outlets and where they live. If I was to get rid of that outlet filter at the top of the page and clear that selection, you will see everything on my page changes and you will get a sense of exactly where my clients living across Australia. Now looking at the map over here if it is a pale yellow, or paler to white it is less density less clients, darker means a higher number more clients from that area. And I'm just going to scroll into the map using my scroll wheel on my mouse, you can also use the zoom and you can actually zoom right into an area of the map to get a sense of those higher density areas and what's happening in terms of your clients.

Now this is all structured by SA2 or Statistical area 2, which is a general way, a national, standard way for splitting up geographies across Australia. But you might want to look at something a little bit different as well, so you'll notice here on the far left hand side of the screen, you can actually have a look at these areas by ACPR or Aged care planning region. So by selecting you aged care planning region you can either scroll through and select the area you are looking for, or you can actually start typing in something as well, so if I start typing in Sydney in the search area it brings up my different options for Sydney. And I can essentially select any number of aged care planning regions, and what this then means is that the report then essentially shifts and moves, to show me what's happening in that aged care planning region, am I

expecting to see the numbers of clients to see from those particular areas, and this can be really useful taking this information and comparing it to your outlet map, from the outlet sheet, to get a sense of well here are where my outlets are situated, here's what's happening with my aged care planning region. Are they looking the same or has the boundaries of my services shifted over time? And certainly meeting many of you on the road I know that this is something that a lot of organisations are experiencing over time. Now there are a number of other aspects that you can do here as well, you can also click on particular regions. So if I wanted to look at just the Southern Highlands within southwest Sydney, I can actually select that particular area. I could collect most, Hilltop Woods and so on and so forth and select a few areas, so it's quite interactive and you can move through and really narrow down the information to what is relevant for yourself.

So I am just taking those filters off and I am going to move across now into the Demographics areas. So this next sheet has a look at your clients demographics. So this is where you'll find those age groups, gender, clients that identify as Aboriginal or Torres Strait Islander or both and clients that have also identified as having a disability, impairment or condition.

 Now first off what you will probably notice in terms of differences between this report and the Cognos report is that the age groups have changed. Yes, so they are much narrower age groups that are more beneficial for a CHSP program target range and they are also connected to the standard categorisations as per the Australian Bureau of Statistics, so these are standard age group ranges that you have here in front of you. What's excellent about age groups, is that if you are curious to get a sense of those that sit, that are grandfathered clients perhaps, that are outside of the areas, you can select particular age groups. So if you just wanted to have a look at those just under 60, or if you wanted to have a look at just your 70 to 74 year olds, you can select a few different age groups as well to get a sense of those particular age groups and what's occurring there. Now I can see here I've selected clients that are between 70 and 79, I can also get a sense of their gender reported female, male, intersex/indeterminate but also not stated and I can also get a sense of what is happening here in terms of their ATSI as well. So if that is something that was important to my particular organisation if I wanted to have a look at these age ranges but also in particular my Aboriginal Torres Strait Islander clients, I can select that area of the pie to get a better sense of what is occurring there and what the demographics are, and sort of compare and contrast those demographics.

This is the same with disability status as well so if I wanted to get a sense of those clients that have identified as having a disability, I could select the yes area part of the pie, apply that filter. And you'll notice what happens, the pie then changes and break down and show you how many physical diverse, sensory speech, psychiatric or intellectual learning, so it breaks down those disability areas to give you more information. So I am just going to take a moment to remove those filters, but you can see particularly in terms of your variety of filters you can really cut the data in a way that is going to be beneficial for you.

Now this next sheet that I am moving across into is the client demographics for those clients that identify as culturally and linguistically diverse. So first off you can see, we have the percentage of those clients that do identify as CALD. Now if we just want to just have a look at those clients, we can select that part of the pie and we can apply that filter and so now I am just looking at my CALD clients and the rest of the report refreshes for me.

So here it gives me a break down of Country of Birth here but also main language spoken at home and you'll notice that sometimes you might get an area of the pie that says Others and that's okay, all you need to do is select the Others section and it will actually break it down and show you what those other sections are. Now if pie charts aren't your thing and you would prefer the raw data, you can also use the tables at the bottom of the screen. Now one of the things I like about a lot of the information here is that you can

always expand it. So if you hover over any table or graph within the Qlik reports you'll notice a little two arrow full screen option that will appear, select that and it will actually expand out the whole table for you. So you can get a real sense here in terms of main languages used. I might want to filter them by alphabetical order, I might want actually filter by popularity and see what is the highest languages spoken at home or the more popular languages spoken at home by my clients. Now to exit out of that large scale view I just go over to this X on the right hand side and exit out.

So I am going to move through to the client home situation page, now here you'll recognise a lot of these key pieces of data as data that is presented for you to record against your CHSP clients within the Data Exchange. So this is information about household composition, accommodation, whether a client has a carer and also whether or not a client has a DVA card status, so Department of Veterans Affairs card. Now what I find most beneficial about this report in comparison to the Cognos report is that any of these items can be used as filters and this can be really important information for yourselves. So for example if you want to get a better sense of your clients that are single (person living alone), you could select that area, and then perhaps go back to your client location and get a sense of the map of where those clients are living and what's happening there in terms of single people living alone and of course it's a very large map of Australia but if you are narrowing that into an aged care planning or other region that is quite relevant for you, it can be really really beneficial and interesting information.

So I am just going to go back to the client home situation and there are other aspects that you might want to look at at well. Perhaps you would like to get a sense of your clients that have a carer within their lives and get a sense of what their demographics, location or even the service types that they are accessing the most. You can do that as well. For example I have selected Yes and so what I might like to do is go straight back to my CHSP overview and so I can get a sense of my clients that have a carer with that financial year.

I can get a sense of what is happening over the different states but I might also want to get a sense of what are the service types they're accessing the most. So in that instance I might move across to my Hours and Quantity and get a sense of OK, domestic assistance quite high up there, closely followed by social support group. So these of course are just a few scenarios and of course we are using training data but it is just to give you a sense of how you can cross correlate those specific filters to get some interesting information that will be really useful for you.

So I am just returning to the client home situation so you can get a sense of the other aspects there before we move on and I would like to show you the information page as well. So the information page is actually the last sheet within the CHSP organisation overview report. It is an interactive glossary. What I like most about is that you don't necessary need to know exactly what you are looking for to find the definition for something. So for example, if you know you want to find out a little more about clients, you can select that and it will actually bring up all terms related to clients within the report. So you don't have to go hunting too far or get to concerned about whether or not you are calling something the right name. You will be able to find it using the glossary and there is more information there.

So that gives you a sense of the CHSP organisation overview report and a little bit of the power of the abilities and functionalities within that report. So what I would like to do no is pause and have another little poll with all of you and get a sense from you of what features of this report that you think will be the most useful for you. So I am just launching that now, it's going to be up there for just about 40 seconds and it is going to allow you to send in your votes and gives us a sense of what you feel would be most beneficial to you. Now it is a multiple option answer poll question. So if you think there are a number of aspects that are going to be really useful, feel free to go ahead and select multiple options.

Ok so I am just sharing with you on screen some of the poll results that we've had from that particular poll. So thank you so much for tuning in and typing in your perspective there and certainly I can see that outputs is absolutely the most popular for you guys which I certainly understand because this was one of the issues with our Cognos reports. So glad to see that that is certainly something that will be interesting for you. Also good to see though that filters are a popular there as well. I definitely find that the Qlik reports are such a powerful tool in terms of being able to really analyse and interpret the data that you have.in such a meaningful and interesting way. So thank you all so much for participating in that poll and sharing in the results with everyone.

So that draws to a close the webinar walkthrough today. I would however like to pause and let you know that more information and support is always available to you. You're welcome to send through questions to our Helpdesk but of course you can always contact your grant agreement manager specifically if you have questions regarding CHSP grants but also policy as well. Now we are going to leave open the webinar for a few minutes this afternoon up until 4 o'clock to allow any residual questions to be answered. So the audio will go silent at this stage and you won't be able to hear anything but we will be there present on the line. For those of you who would like to stay on ask or have your question answered, you're more than welcome, for those of you who are ready to exit, you can of course absolutely do that and I'd like to stop and thank you all for taking time out of your busy schedules to be in this walk through with us. Thank you again, I'm sure we'll see each other again in person at some stage in the future and I hope you have a safe and excellent afternoon. Thank you very much for participating.