

SETSCoP

Communique: Second meeting of the Data, Evaluation and Outcomes sub-group

Videoconference – 12 November 2020

The Data, Evaluations and Outcomes sub-group had their second meeting on 12 November. The meeting was an interactive discussion and facilitated collective troubleshooting by sub-group members.

Databases

Many providers shared that they are using other databases or excel spreadsheets, in addition to DEX, to capture data to support their service delivery, such as case noting. However, that the additional costs associated with these databases are quite high and the duplication of data entry is time consuming.

DEX Peer-training

The meeting focused on a collaborative discussion which included peer-training and collective troubleshooting of DEX-related issues. One attendee provided a demonstration of a database they use in conjunction with DEX, Community Data Solutions (CDS), and the another demonstrated how they have used the partnerships report functionality on DEX.

Some of the DEX-related issues discussed included:

- time-consuming nature of scoring each session
- satisfaction scores for a minimum of 10% of clients
- how to export data to excel
- challenges of getting data for and scoring community leaders
- value of partnerships report function on DEX
- reporting periods

Attendees shared that they found the Department's Q&A DEX and reporting considerations document that resulted from the first sub-group discussion as very useful, and are looking forward to the upcoming DEX training.

Some attendees who have CDS have requested to share contact details to combine advocacy efforts for costs of changes to CDS.

Collectively attendees were able to troubleshoot questions and referred to the Data Exchange Protocols for guidance. Some queries that could not be answered by attendees, will be shared with the Department for advice.

Next meeting

There was general consensus for the next meeting to again include DEX demonstrations by attendees and to focus on demonstrating the full process on DEX, from creating cases and entering scores for a client through to how to aggregate meaningful reports.

Resources shared

- [DEX and reporting considerations raised through SETS Community of Practice \(Department of Home Affairs\)](#)
- [The Data Exchange Protocols \(Australian Government\)](#)
- [Program Specific Guidance for Commonwealth Agencies in the Data Exchange \(Australian Government\)](#)
- [DEX website](#)
- [DEX training materials](#)
- [Community Data Solutions](#)