SETSCoP

Communique: Fourth meeting of Data, evaluation and outcomes sub-group

Videoconference –15 July 2021

On 15 July, SETSCoP held its fourth meeting for members of the Data, evaluation and outcomes (DEO) sub-group.

Snapshot of data in SETS

The meeting commenced with a summary of the findings from the data survey that members had completed since the last meeting.

The findings led to discussion on:

- the high number of providers who enter data directly in to DEX rather than through a client management system (CMS)
- the value of data, how it informs service delivery, monitors progress and highlights service gaps and trends
- encouraging and upskilling frontline staff to enter accurate data, particularly those who have limited English language proficiency or digital literacy skills
- sharing the broader value of data to inform decisions at a project, program or policy level with frontline staff
- rephrasing data findings for meaning (i.e. percentage of how many people from one community engaged in a particular project)
- the value of both quantitative data to collect a basic overview of information and qualitative to provide context around that information.

DEX peer training

Peer training focused on a demonstration on the reports section of DEX, which assists providers to track their SCORE data. Attendees did note that there would be value in having access to other reports that could provide demographic information on their clients and could assist with future project planning.

Attendees acknowledged greater difficulty experienced by providers who did not have access to a CMS but entered data directly in to DEX.

Resources shared

Snapshot of data in SETS

Department of Home Affairs presentation on DEX can be found in the Business Hub under the *Member Training and Information* section

Q&A following the presentation by the Department on DEX (Department of Home Affairs, May 2021)

DEX Q&A factsheets