**Snapshot:**
**Data collection in SETS**

This snapshot provides an overview of how data is collected and used by settlement organisations who deliver the Settlement Engagement and Transition Support (SETS) program. It is based on responses from members of the SETSCoP Data, Evaluation and Outcomes sub-group who represent settlement organisations in NSW, WA, VIC, SA, and QLD. Respondents range from frontline professionals to team leaders to operational managers.

## Overview

Respondents were predominately from large organisations of over 100 staff (70%), 10% were from medium-sized organisations (26-100 staff members) and the remaining 20% were from small organisations with less than 25 staff members.

## Types of data collected

Most providers reported collection of both qualitative and quantitative data (80%), while only 20% focused solely on quantitative data. The types of data collected by each organisation varied and included:

- Client personal information
- Client attendance at group sessions
- Client satisfaction
- Client progress
- Standardised outcomes
- Types of services collected
- Case work data

Some respondents noted that the data they collect is based on the data that is required in DEX. The majority of providers (70%) directly enter data collected into DEX, while others use a client management system.

## Data collection methods

Observation and in-person interviews are the most commonly used methods when it comes to data collection for measuring client satisfaction rates, client progress and the evaluation of stakeholder relationships. Other popular data collection methods include phone and online surveys.

While all respondents collected data at a SETS program level, 80% did so at a project and organisational level as well.

Majority of data collected is stored on a client management system, with some organisations using multiple types of platforms such as Microsoft applications.

**Usefulness of data**

The majority of providers use collected data to measure client satisfaction, identify needs, gaps and trends, and measure outcomes of their programs/projects. On some occasions, data is also used to identify resourcing gaps or to inform report writing. To a lesser extent, data is used for strategic planning of future projects and programs.

Respondents shared that they predominantly collect data to to evaluate programs and projects. However, there are different ways providers collect and use this data. Some providers focus on team meetings and monthly reports. Others rely on the feedback received from different stakeholders, both internal and external. Success of program tends to be measured against outcomes and behavioural change.

**Areas of improvement**

Some larger organisations have specialised staff to assist with the collection of data and the subsequent evaluation of programs and programs. Nevertheless, others believe there are ways that their data collection could be improved through a standardised approach and targeted training.