

INFORMATION is POWER

Turning data into useful information

How to...

What for...

Who for...

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Step 1: Identify what data you have got internally

- Subject of the data
- Items in the data
- Storage/ form of the data
- Use of the data
- Quality of the data

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- **Is data available?**
- **Is data well-used?**
- **Is it accessible?**
- **Is it valued?**
- **Could we use this data to:**
 - **make better decisions re our services and use of resources**
 - **demonstrate our worth**

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Quality aspects

- Consistent (definitions of terms, standards, training, built-in protocols)
- Currency (up-to-date, validated)
- Verified (reported back to owners)
- Linked to critical consequences (eg payroll, bonuses)

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Making the most of operational data

Service linker – to stop clients repeating programs

- no staff time to enter data
- clients with limited literacy
- need for privacy
- OHS requirement to know who is onsite – various types of venues
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Data collected and shared

- Statistical linkage key (unique identifier)
- Date and time
- Post code
- Program attended
- Organisation name

What information can we gather from the data?

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Primary purpose: Client

- Which programs has XX attended?
- Has s/he attended regularly – the whole course?

So what does s/he need to do next to be work ready (most efficiently)?

Or

- does limited attendance need to be addressed?

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Secondary purpose: Program

- Patterns of program attendance –
 - frequency by day/ time
 - duration of attendance in a program
 - age, gender attending
 - distance travelled

Who is the program attracting or retaining? Are we getting the whole target group?

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Secondary purpose: Organisation

- How many people have attended/ completed each employment program?
- Which programs are more popular?
- Comparisons by time (quarter), demographics

Link to other client data eg employment record in case file

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Step 2: Visualise your data

Convert addresses to Google maps.

Find out:

- How far does your client have to walk?
- How close is the bus or train?
- What services are close by?

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Sector Mapping

My Community Directory

Show Council Boundary

[Show All](#) [Hide All](#)

- Accommodation Services
- Advocacy Services
- Ageing Services
- Animal Services
- Child Services
- Communication & Information
- Community Centres, Halls & Facilities
- Community Clubs & Interest Groups
- Crisis & Emergency Services
- Cultural and Migrant Services
- Disability Services (31)
- Education
- Employment & Training
- Environment & Conservation
- Health Services
- Indigenous
- Information & Counselling
- Legal Assistance & Information Services
- Recreation & Leisure
- Religion & Philosophy
- Self Help

Council :

Map | Satellite

Map data ©2013 GBRMPA, Google - [Terms of Use](#) Report a map error

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Client Tools

Open Data (Brisbane City Council) My Community Directory & Westside Community Services

This application is currently restricted to the Brisbane City Council region using data provided by the Brisbane City Council.

Access 2 My Future

Login

Join For FREE

Your Location: 5 Green Square Close, Fortitude Valley, Queensland, Australia



Show services within: 5km



CLIENT SERVICES



EDUCATION & EMPLOYMENT



SPORT, RECREATION & CONSERVATION

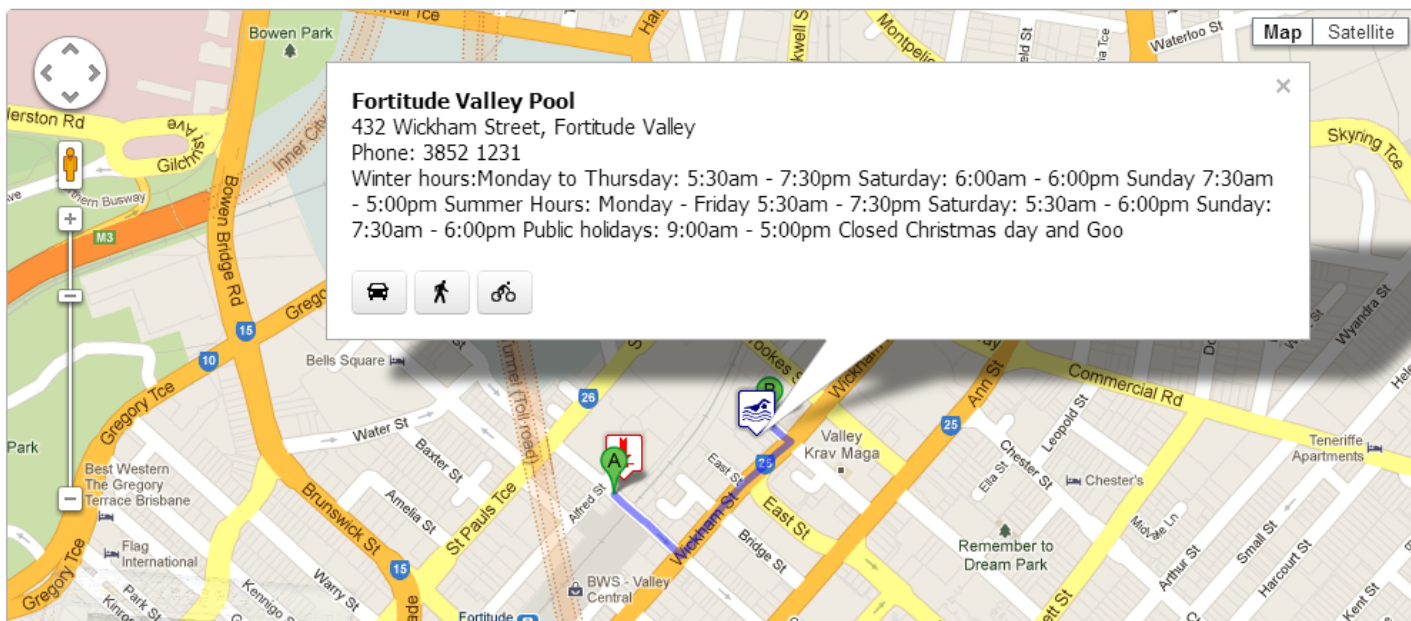


INFORMATION & ADVICE



GROUPS, CLUBS & CHURCHES

- Advocacy Services
- Communication & Information
- Information & Counselling
- Legal Assistance & Information Services



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Step 3: Utilise external data

- Office of Economic and Statistical Research (Qld state government)
- COMSIS
- ABS census data online <http://www.abs.gov.au/census>
- ABS reports – release notifications
- Labour Market Information Portal <http://lmip.gov.au/>
- Registers eg ASIC, Business registers
- Annual reports, budget papers
- Open data <https://data.qld.gov.au/department-strategies>
- Specialist newsletters eg ProBono, ARACY
- My Community Directory – Community Information Support Service

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Take care with external data

- Data needs analysis to make it useable information
- Pay attention to the data definitions, scope, sample size
- Test the aggregate assumptions on the ground
eg number of vulnerable people - but how many people actually need assistance in an emergency

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Summary

- Internal data, external data
- operational , reporting, business
- open, restricted
- live, historic
- quantitative, qualitative

Consider:

- multiple uses of data to make information
- multiple audiences and purposes

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Three take-away tools

Tool 1 – How to identify your internal data

Tool 2 – How to visualise your data

Tool 3 – External data sources to use