

# The Specialist Homelessness Sector Transition Plan (2018-2022)

## Build data provision and sharing protocols

The Specialist Homelessness Sector Transition Plan (2018-2022) outlines 15 goals.

Action tables have been developed to provide more specific detail on what each goal means, why it is important, future vision, relevant literature, good practice examples and helpful resources.

The action tables are designed to be a useful reference and a good starting point for organisations or individuals wanting to action any of the 15 goals in the SHS Transition Plan.

All 15 action tables can be found at: [chp.org.au/shs-transitionplan18/](http://chp.org.au/shs-transitionplan18/).

### 8. Build data provision and sharing protocols

<b>What we mean</b>	Identifying why, when and how data should be shared to improve service development, service coordination and consumer outcomes. Developing methods and protocols to share data and exploring ways in which data can be practically used to inform SHS service development and service delivery.
<b>Why is this important</b>	<ul style="list-style-type: none"><li>• The sharing and analysis of data can contribute to more innovative, efficient and effective services</li><li>• Effective use of data can identify emerging patterns and strategies and respond to them earlier</li><li>• Sharing data can assist in coordinating and integrating services</li><li>• Sharing and discussion of data across the SHS reinforces the importance of collecting data with direct service staff</li><li>• <i>“Data is the raw material of the 21st century... Its value is in driving choice and improvements in public services and in inspiring innovation and enterprise that spurs social and economic growth”.</i><sup>1</sup></li></ul>
<b>Future Vision</b>	<ul style="list-style-type: none"><li>• Protocols and processes which effectively share data to inform key service development and delivery decision making</li><li>• Data which is effectively used to drive innovation, efficiency and better quality services in the SHS</li><li>• Data which is packaged and shared with the SHS in a simple, easy to understand and practical format.</li></ul>

<sup>1</sup> Department of the Prime Minister and Cabinet (2015). Public Sector Data Management. Accessed March 2018 from: [Public Sector Data Management - Report](#) (see p.12)

Literature	<p><i>The Public Sector Data Management Project</i><sup>2</sup> was undertaken to identify the potential of public sector data to drive innovation, efficiency, productivity and economic growth. The project supported better use and sharing of data to achieve these goals.</p> <p>Key barriers to better data sharing identified by the project included:</p> <ul style="list-style-type: none"> <li>• A lack of leadership and overarching strategy</li> <li>• Absence of a clear mandate for the use and release of public sector data</li> <li>• Competing priorities, for example the different interests and needs of government departments and sector organisations</li> <li>• A lack of incentives, skills or organisational structures through which to share data.</li> </ul> <p>Key recommendations identified by the project to improve data sharing included:</p> <ul style="list-style-type: none"> <li>• Development of a platform that supports trusted user access, ensuring this is flexible enough to adapt to new technologies</li> <li>• Systematising the use and release of data</li> <li>• Service provider agency ownership of data</li> <li>• A life-cycle approach to data, considering how the elements of collection, storage, analysis and sharing of data impact each other (e.g. will data collection improve if data sharing increases?).</li> </ul> <p>The project also identified three key levels of data sharing which should be considered:</p> <ul style="list-style-type: none"> <li>• Personal data - to be shared with Agencies for service delivery purposes</li> <li>• Research data – Restricted, secure sharing of de-identified with trusted users for research purposes</li> <li>• Open data – publicly available data via the ABS or similar.</li> </ul> <p>Key Findings:</p> <ul style="list-style-type: none"> <li>• Strong leadership has driven change from the top down</li> <li>• Transparent communication has been critical</li> <li>• Partnerships with private and research sectors have been important</li> <li>• Privacy is important, but it can be managed effectively. It has not stopped governments progressing with data sharing projects.</li> </ul>
Good practice examples	<ul style="list-style-type: none"> <li>• <a href="#">Family Violence Information Sharing Scheme</a> - a new family violence information sharing scheme to reduce information sharing barriers</li> <li>• <a href="#">AIHW Homelessness Data Cubes</a> - allow users to analyse de-identified SHIP data at a national and state level.</li> </ul>
Helpful Resources	<ul style="list-style-type: none"> <li>• The Public Sector Data Management Project - <a href="#">Public Sector Data Management - Report</a></li> <li>• <a href="#">Family Violence Information Sharing Scheme</a></li> </ul>

<sup>2</sup> Department of the Prime Minister and Cabinet (2015). Op. Cit.