Question: E11-108

OUTCOME 0: Whole of Portfolio

Topic: Delivering data

Written Question on Notice

Senator Boyce asked:

What incentives/compensation is offered to providers and/or agencies to encourage their participation and to compensate for the time spent delivering data?

Answer:

This question is answered in the context of question E11-107 on homelessness services data collection.

The Australian Institute of Health and Welfare (AIHW) has not provided any incentives or compensation to providers to encourage their participation or to compensate for the time spent delivering data. States and territories have provided some incentives including grants for information technology facilities, funding to attend training and back-filling of staff. Some jurisdictions have provided cash grants for data migration, in-kind assistance and support for the new collection.

To assist agencies in collecting and providing data for the new data collection, the AIHW has procured, on behalf of the state and territory governments, a client management system (CMS). This system will assist agencies to manage their client information and collect and submit the required data to the AIHW. This CMS has been made available free of charge to all agencies. Approximately 80 per cent of agencies have indicated they wish to use the CMS provided by the AIHW.

AIHW staff developed a training course and materials and trained approximately sixty trainers from each state and territory who then provided direct training to agency staff in their jurisdiction.

This training has enabled the jurisdictions to train their agency workers to understand the content, the concepts and definitions of the new Specialist Homelessness Services Collection, how to enter data into the new CMS and to extract data.

AIHW staff also developed and distributed six thousand training manuals across the sector to complement the training.