

Kids and Families Data Warehouse – *Sustaining NSW Families*

Sustaining NSW Families services information sheet

May 2016

The Kids and Families Data Warehouse has been developed to have a secure and integrated system for a number of different data collections, including *Sustaining NSW Families*. The integrated system will streamline reporting, improve monitoring and evaluation, and generate consolidated data reports.

Client identifiable data will be included in the system in order to track client outcomes and the effectiveness of services for children and families. The data will also enable future linkage with other projects and evaluations.

ABOUT THE *SUSTAINING NSW FAMILIES* DATA COLLECTION

The *Sustaining NSW Families* data collection will allow monitoring of program implementation, delivery and fidelity as well as performance against the Local Health District service agreements at individual sites and across the state. The data will also enhance the ability to identify and support quality improvement within the program, based on real-time comprehensive data.

Security of data

The Office of Kids and Families has taken the following steps to ensure data security:

- Confidentiality agreements with users
- Secure web portal using HTTPS protocol for secure transmission of data over the internet
- Health users' authentication with existing Health user accounts
- Hosted in eHealth's secured data centre
- Client identifiable data will be hidden
- User activity logs are saved for auditing purposes
- Testing on Application and Infrastructure performed by a third party.

When does it start?

The *Sustaining NSW Families* component of the Kids and Families Data Warehouse will be starting in May 2016.

What data is being collected?

The data being collected is as defined in the Excel spread sheet templates, provided to each of the program sites by the Office of Kids and Families.

What is the data approval process?

Before submitting data to the Data Warehouse, it should be approved by management within the Local Health District.

Supplying the data

Initially, program sites will need to provide data on the Excel spread sheet for Office of Kids and Families to upload to the Data Warehouse. When the Data Warehouse is fully operational, the sites will be able to upload directly from the secure web-based portal.

How do I see my data in a report format?

A QlikView based reporting interface is currently being developed. This secure web-based application will enable Local Health Districts to view reports from a dashboard, including a high-level report view for the Chief Executive. Senior management and operational management report views will also be available.

Until this application is finalised, the reports will continue to be generated through the Excel spread sheet.

Who can access the Data Warehouse web application?

Only registered users can access the Data Warehouse web application.

Kids and Families Data Warehouse web address and browser compatibility

You can access the Kids and Families Data Warehouse at

<https://dw.kidsfamilies.health.nsw.gov.au>

You may use any of the following browsers to access it: Internet Explorer 8.0+; Firefox v10.0+; Google Chrome 18.0+; Safari 5.0+ and later.

How can I register for the Data Warehouse web application access?

To register as a user, you must fill in the 'User Registration and Profile Update Form' from the Office of Kids and Families website – <http://www.kidsfamilies.health.nsw.gov.au/current-work/kids-and-families-data-warehouse/>.

The form must be approved by your manager and submitted to the Office of Kids and Families. The application will use your existing Health employee number for secure authentication.

How to log in to the system

In the user name field, enter your NSW Health systems email address. In the password field, enter your NSW Health systems password. (This is the same password you use for StaffLink, HETI Online, and Oracle Financials etc.)

What if there are errors in the data or I need to make a correction?

When data is entered into the Data Warehouse, a validation process (automated checks) will occur. Users will receive error messages if mandatory fields are skipped or if there are any other data validation issues with the Excel template being completed.

If you have updated something in the spread sheet you can upload it into the Data Warehouse. Doing this will overwrite any existing data. See the User Guide for further details.

What is a reporting period?

A reporting period is the time period for which you need to submit the data. For monthly reporting, this is two weeks after the end of the month. For quarterly reporting, data should be provided two to four weeks after the end of the quarter.

What if I forget my password?

You will use your NSW Health systems password. It will be the same password you use to login. If you have forgotten your password, you can contact the State Wide Service Desk on 1300 28 55 33 for further assistance.

Support and more information

1. Check the user guide which is available on the Office of Kids and Families website page <http://www.kidsfamilies.health.nsw.gov.au/current-work/kids-and-families-data-warehouse/> – and make sure you are following all the steps correctly.
2. Email our Support Resource at: dw.kidsfamilies@doh.health.nsw.gov.au
3. Call 9391 9993 to speak with someone.