DOMESTIC, FAMILY AND SEXUAL VIOLENCE (DFSV) DATA INSIGHTS NETWORK

Terms of Reference

Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our vision is to achieve equality, opportunity, and wellbeing for all Queenslanders.

In April 2024 the Queensland Government announced QCOSS as the state's interim peak body for the Domestic and Family Violence (DFV) sector. Over a 2 – 3 year period QCOSS will work with DFV services and establish an independent DFV Peak body – a member-based organisation representing domestic and family violence services in Queensland.

Separately to the peak, the Department of Families, Seniors, Disability Services and Child Safety (the Department) has funded QCOSS to deliver a range of data strategy and data capability uplift activities including a 'DFSV Data Insights Network'. QCOSS will be delivering activities that aim to build and strengthen the data capability for DFSV services staff and DFSV organisations, as well as to support and uplift the data capability internally within the Department.

The DFSV Data Insights Network provides an opportunity for collaboration and knowledge sharing in the area of DFSV data, with the aim of more effectively utilising community sector resources and products developed by the department to promote improved outcomes and data capability across the DFSV services sector.

Acknowledgement

QCOSS is committed to reconciliation and self-determination of First Nations Peoples. We acknowledge Aboriginal and Torres Strait Islander Peoples as the original inhabitants of Australia and recognise and celebrate the many unique cultures as part of the cultural heritage of all Australians. We pay our respect to the Elders of these lands; past and present.

Statement of Purpose

The purpose of the DFSV Data Insights Network is to:

1. Improve the data maturity of the DFSV service sector to ensure there is an understanding of and commitment to the benefits of adopting an insights driven approach.

2. Ensure sector uptake of the Data Insights Roadmap resources are monitored and supported across the DFSV service sector and contribute to service responses that are underpinned by integration, robust information and evidence-based practice.

3. Enable the DFSV service sector to be positioned to enact people, process and system changes as required through business readiness support.

Benefits of Participation

The DFSV Data Insights Network will adopt a strengths-based participatory focus that leverages, draws on and values current knowledge, expertise and capabilities that exist within the sector.

Monthly webinars will offer guest speakers and discussion on a range of topics to strengthen and uplift data capability in the DFSV services sector, while access to peers and experts will provide a community of knowledge and experience to draw on for everyday support.

The Network will foster and facilitate two-way learning, where DFSV services can share current practices and processes on how they use data to improve outcomes for their clients, as well as the network sharing resources and data capability uplift strategies, ideas and tips back to DFSV services to improve their practice.

The DFSV Data Insights Network will provide an opportunity to:

- Build on and contribute to the evidence base to measure and monitor outcomes achieved across the DFSV service system, outcomes for victims and their children and persons using violence.

- Strengthen DFSV service sector understanding and data capability across the data life cycle.

- Build awareness and capability around data quality dimensions such as accuracy, completeness, timeliness, availability, consistency and validity.

- Enhance knowledge around data collection standards that relate to the DSFV services sector.

- Establish a shared data language to enhance collaborative practice within and across DFSV services.

- Identify data collection gaps and barriers to assist the DFSV service system (including government agencies) to understand current capabilities and limitations.

- Collectively consider data governance and data strategy activities that enhance and support people, processes and systems.
- Share data insights with focused information, resources, reflection and learning.
- Identify and discuss data challenges and opportunities arising in the DFSV services sector and provide feedback to the department and relevant stakeholders.

Membership

Membership of the DFSV Data Insights Network is at the discretion of QCOSS. New members may be admitted at any time subject to approval. QCOSS will actively seek to encourage engagement in network activities across a diverse range of members and stakeholders, including representation from many service types across the DFSV service sector.

Membership is encouraged for all DFSV service sector staff. This encompasses staff who collect (including data entry), collate, analyse or report on data within their organisations.

Staff within the Department will also be invited to participate in DFSV Data Insights Network webinars. Their attendance will support and uplift their own data capability.

Network webinar recordings will be publicly available. We encourage members to share the webinars within their organisations and with their colleagues.

Participation

Participation is open to DFSV services staff across Queensland. Examples of DFSV services that may participate include:

- Aboriginal and Torres Strait Islander Services
- Case Management
- Centre Based Support
- Children's Domestic Violence Counselling
- Counselling
- Court Based Services
- Domestic Violence Counselling
- Local Domestic and Family Violence Service Systems
- Mobile support
- Other Services
- Perpetrator Intervention Programs
- Research
- Support – Sexual Violence Counselling
- Support – Women's Health and Wellbeing Support
- System Support – Prevention
- Capacity Building and Awareness Raising
- Telephone Services and
- Supported Accommodation.

Participation is not limited to those who can attend every month.

Webinars

Webinars will be held monthly throughout the year or as otherwise determined by the Department, QCOSS and the availability of guest speakers. To facilitate access to and information sharing of resources, webinars will be recorded with permission obtained prior to each webinar. Participants that are unavailable or unable to attend at the time of the webinar will have access to webinar recordings. Access to webinar recordings will also enable organisations to keep abreast of the DFSV Data Insights program and facilitate continued engagement in the program of activities.

Code of Conduct

The DFSV Data Insights Network is a diverse group with representatives from many service types. We come together to learn, share knowledge and collaborate on strengthening the data capability across the DFSV services sector.

To support this, the agreed code of conduct for attending the DFSV Data Insights Network are:

- Valuing and upholding respect, integrity, and confidentiality;

- Listening to understand and being solution-oriented;

- Respectfully and constructively challenging ideas or areas of focus;

- Being open to new ideas and offering different perspectives;

- Being open to, and championing change;

- Remaining client-centric and long term focused; and

- Willing to share information, resources and reflections.

Guiding Values of the Network

- Collaboration
- Transparency
- Safe Place to ask difficult questions
- Confidentiality
- Peer support
- Innovation

DFSV Data Insights Forum

The DFSV Data Insights Network will offer members an opportunity to participate in an online DFSV Data Insights Network forum. Participation is encouraged but not required.

The Forum is hosted on the Microsoft Teams platform to aid communication and collaboration. Anyone using DFSV Data Insights Microsoft Teams channel for communication agrees to maintain the DFSV Data Insights Network's guiding values and purpose while engaging on this platform.

As a group of peers providing collegial support to one another within the sector, we agree to giving and receiving information on this platform within generosity – assuming good intention first and foremost, providing what we can to one another, and engaging as we would with colleagues.

QCOSS will maintain the Microsoft Teams channel and will endeavour to address any issues in a timely manner.

Governance

The DFSV Data Insights Network is not a decision-making body and does not replace or replicate an organisation's responsibility or reporting obligations.

The Terms of Reference are effective from 1 September 2024 and a review process will occur annually. The review will be conducted by QCOSS and the updated Terms of Reference circulated to Network members for comment at the following webinar.

Responsibilities of QCOSS and the Chair

QCOSS will coordinate the DFSV Data Insights Network and provide Secretariat support as the Chair and to the wider membership. Responsibilities of QCOSS will be:

- Inviting DFSV services to participate in the network
- Setting webinar agendas and focus topics
- Recording of webinars where prior consent is gained by participants
- Moderating online conversations and messages
- Monitoring and, where appropriate, taking responsibility for action items.
- Following up on questions or actions as relevant and required to clarify any concerns or confusion.

Expectations of members

- Declare any conflict of interest
- Share the experiences and evidence-base of their organisation
- Communicate the challenges and opportunities impacting the wider sector (not solely their organisation)
- Being open and available to participate in data uplift activities
- Sharing feedback about their experiences and data when they wish to do so and
- Look to promote the benefits of data insights in everyday practice.

Evaluation

On an annual basis, an anonymous survey will be circulated to all participating members over the year to seek feedback on how QCOSS can continuously improve the DFSV Data Insights Network, as well as seek input on the strategic direction of the DFSV Data Insights Network for the following year.

Contact us

For matters related to the DFSV Data Insights Network, email DFSVDataInsights@qcoss.org.au

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