

Data systems

Better decision making is supported by safe, secure access to and the respectful use of people's data and information.

Our Data Systems team enables the safe and respectful use and sharing of people's data and information across the social system. We engage with the social system, supporting data capability improvement. We provide data solutions and integration architecture. And we create innovative data services that improve social service provision. Ultimately, we want to empower social service providers and government agencies to understand, decide on and do more of what really works, for better lives.

What are data systems?

Guided by safe use and sharing policy and protocols, data systems enable respectful use and secure access to data and information for data sharing, analysis and decision making. Data systems also support the improvement of social sector data capability, by providing tools and guidance about the safe, secure and respectful use of people's data and information.

Data systems can support data linking and exchange between multiple service provider systems in near real time. They can allow users to enter and link dynamic or changing data. And they can support service providers' safe access to the data and information they need to make better service decisions and improve wellbeing outcomes.

Learn about some of the data solutions we support

- [The Data Exchange](#)
- [The Data Protection and Use Policy](#)
- [The Social Sector Data Sharing Standard](#)
- [The Integrated Services Hub](#)

The Data Exchange

The Data Exchange provides a safe, secure and easy method for government and service providers to transfer data, alongside clear guidelines about how data is used. Using the Data Exchange means evidence-based social support decisions can be made sooner, improving service delivery and enhancing people's lives.

[Learn more about the Data Exchange](#)



The Data Protection and Use Policy

We've worked closely with the social sector to write a Policy for the respectful, trusted and transparent use of people's data and information. It explains what 'doing the right thing' looks like across the social sector when collecting and using people's data and information. If you work in the social sector, then this Policy is relevant to you. Implementation commenced in early 2020 with a foundation group of government agencies and NGOs. This group continues to support the development of practical tools and experience to help others in the social sector to progressively adopt the Policy. Visit the [DPUP website](#) to learn more.

From July 2021, ownership and implementation of the Policy sits with the Government Chief Privacy Officer role within the Department of Internal Affairs.

We will continue to advocate for government agencies and non-government organisations to adopt the Policy in their everyday work with people's data and information and provide advice on implementation where practical.

[VIDEO] Introduction to the Data Protection and Use Policy (DPUP)

Data Sharing Standard

We've developed the Social Sector Data Sharing Standard to standardise data transfer between government agencies and non-government organisations (NGOs).

A draft of the Data Sharing Standard was piloted during 2021 by The Loft, a co-location of NGOs based in Christchurch, in conjunction with implementing the Integrated Services Hub. Integrating the Data Sharing Standard will allow The Loft to automate referrals to a service provider and determine both acceptance or rejection of referrals and case outcomes.

[VIDEO] Introduction to the Data Sharing Standard

Integrated Services Hub

Since 2016, we have worked in partnership with Methodist Mission Southern (MMS) to develop and test a fit-for-purpose end-to-end system for entry level use by social service providers. Known as the Integrated Services Hub (ISH), the programme provides social service providers with a practice management tool that helps them develop their data use capability, improve outcomes for their clients and contributing to improving the overall effectiveness of the social sector. The ISH features a purpose-built client management system (CMS) for small to medium frontline social service providers that enables useful data to be collected regardless of the service or client type.

[Learn about the Integrated Services Hub](#)