
Australia's Data Collection Modernisation

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Abstract

The presentation will outline Australia's data collection modernisation program and the shift towards digital first survey collections. Australia's data collection has evolved over many years with our primary mode being face to face interviewing. Like other jurisdictions this has resulted in declining response rates, challenges in meeting community expectations and increased cost. Australia is resetting our data collection capability through:

- Online collections that are accessible, secure and meet community expectations
- Greater use of administrative data and initiatives such as our accounting software project
- A focus on our workforce, providing greater certainty on our interviewer availability, considering the geographic coverage for interviews
- A contemporary contact centre, we are upgrading our telephone contact centre to support an increase in calls and enable mode switching between face to face, online and telephone collections.

The use of mixed modes and flexibility in mode switching is an area Australia is exploring. Australia's data collection modernisation journey is underway. This presents an opportunity to address declining response rates, improve provider experience and produce quality statistics. However it does require new capability and new approaches and we will need to adapt our strategy to respond to new challenges over time.