**Aim and objectives**

The aim of the project is to develop a data visualization tool that highlights the key information contained within the datasets to be used by VCOSS and FSSI in summarising key characteristics to sector, government and other stakeholders. This visualisation tool will assist FSSI to analyse and explore the data to derive insights from it, make up their own analytical reports and make better informed decisions.

**Literature Review**

In an age of ‘big data’ , transformation should be taken place across social service sectors. Karannasios (2018) demonstrates that data and analytics can be considered as important as labour and capital for modern organisations. Community services sectors should value big data and analytics as some commercial organisations did. As Young and Wessnitzer (2016) states that a good exploratory data analysis begins with the ability to describe and plot a data set. Thus, data visualisation is an important tool to review the data with a visual way is essential to gain insights of the big data.

Visualisation technologies are used to present big data in the form of tables, charts and graphics. It is believed by experts that representing data visually makes it possible to communicate data effectively and gives people the opportunity to analyse and examine various datasets which would otherwise be difficult to understand (Kennedy & Allen 2017). However, not all of visualisation tool is useful in analyzing big data of social service sectors. For example, Tableau is a powerful visualization tool but it is not capable to represent large datasets.

A good visualisation tool is able to explore data interactively with end users and also assure the interaction quality of users with data visualisation (Berinato 2016). Tool designers should consider whether the user is able to adjust properties with the tool’s interface, explore relationships between attributes of their choice and look for links between different data (Polack 2019). For example, Reinvestment Fund’s Policy Map is a web-based mapping application that allows users to generate maps at the USA neighbourhood or national level using datasets on demographics, housing, education etc.

Reference List:

Berinato, S, *Visualizations That Really Work*, Harvard Business Review, 92–100, June 2016

Community services of the future An evidence review. (2018). [online] Available at: http://vcoss.org.au/wp-content/uploads/2018/02/Community-services-of-the-future-FSSI-2018-FINAL.pdf [Accessed 18 Apr. 2020].

‌

Fielding, N.G., Lee, R.M. and Blank, G. (2016). The SAGE Handbook of Online Research Methods. [online] Google Books. SAGE. Available at: https://books.google.com.au/books?hl=en&lr=&id=IMWCDQAAQBAJ&oi=fnd&pg=PA307&dq=data+visualisation+&ots=79d-fEIGUD&sig=M3xpg9xl0oNSrqa\_T9aK6FIWZR4&redir\_esc=y#v=onepage&q&f=false [Accessed 17 Apr. 2020].

Polack, N. (2019). *NHS Scotland Open Data: A data visualisation study about child health*. [online] Available at: http://www.cs.stir.ac.uk/courses/msc/projects/PastProjects/exemplars/Natalie\_Polack.pdf [Accessed 18 Apr. 2020].

PolicyMap. (n.d.). PolicyMap. [online] Available at: https://www.policymap.com/ [Accessed 18 Apr. 2020].

‌

Young, J. and Wessnitzer, J. (2016). Descriptive Statistics, Graphs, and Visualisation. Human–Computer Interaction Series, pp.37–56.