

# Case Study

## Department of Family & Community Services

FACS NSW partnered with RXP to make their data interactive and easily accessible via the web for members of the public.



### Client

Department of Family & Community Services, Sydney

### Challenge

The Department of Family and Community Services (FACS) works to improve the lives of children, adults, families, and communities in NSW.

FACS creates an Annual Statistical Report (ASR) that shows the performance of the organisation over the last fiscal year. Traditionally this report has been a 350 page PDF document that involved substantial effort to produce.

FACS wanted to make the ASR more visual, more intuitive, and more interactive. They also wanted the ASR to align with their “open data” policy so that the data could be made visible to the public. As a result, they chose the Tableau platform as the technology to assist in reaching their project goals and objectives.

The new Tableau based version of the report is also now available via the FACS website ([www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)) or directly on Tableau Public. The Tableau version allows more interaction for users to gain insights into the FACS performance over the last few years, as well as tagging key ‘takeouts’ from the data or looking up data dictionary definitions.

### Outcome

The solution has enabled FACS to provide the general public with access to more data. Viewers of the report can also compile various data to answer more in-depth questions. The layout is a well-designed balance of images, whitespace, graphs, and infographics used to effectively group the data and communicate the messages in a more meaningful way.

This solution has led to FACS investing more in Tableau. In the near future they will be publishing more data on their website, which has been simplified as the dashboards are hosted on Tableau Public, embedded in the FACS website, and anyone can download and interact with the data.

FACS have also increased their use of Tableau internally to replace their existing reporting solutions.

### Our Work

FACS engaged us to help present the data from their ASR in an easy to understand way, and so the data could also be displayed, replacing the large PDF report. The presentation is now embeddable in the FACS website for easy access by the general public.

### Contact

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