**The Data Exchange Protocols**

**Part 4**

**Recording client outcomes in the Data Exchange An Easy Read guide**

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| A group of people. There is a woman at the front of the group, she is holding a card that says "we". | The Australian Government Department of Social Services (DSS) wrote this guide. When you see the word ‘we’, it means DSS. |
| Easy read logo | We have written this guide in an easy to read way.  We use pictures to explain some ideas. |
| Normal, Bold | We have written some words in **bold**. This means the letters are:   * thicker * darker. |
| Word list icon | We explain what these words mean.  There is a list of all these words on page 28. |
| Summary icon | This Easy Read guide is a summary of another document.  This means it only includes the most important ideas. |
| Two women look at a laptop together | You can find the other document on our website at [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |

**How to use this guide**

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| A woman is helping a man read a document. | You can ask for help to read this guide.  A friend, family member or support person may be able to help you. |
| The covers of four parts of the guide. | This guide has 4 parts:   * Part 1 – What is the Data Exchange? * Part 2 – Using the Data Exchange * Part 3 – The Partnership Approach * Part 4 – Recording client outcomes in the Data Exchange. |
| A man holds a clipboard with part 1 of the guide on it. | This is Part 4 – What is the Data Exchange? |
| Woman explaining document to man | You might like to read 1 part at a time. |
| Woman looking at computer | You also might like to read parts of this guide while you look at the Data Exchange online. |
|  | If you have any questions, you can contact us. Our contact details are on page 26. |

**What’s in this guide?**

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| A man pointing at a clipboard with words on it | There are certain words we use in the Data Exchange. |
| A woman with her hand raised pointing at "words". | Your organisation might use different words |
| A man holding a clipboard that says our wordsŽ. There is also an exclamation mark. | It’s important to use our words when you use the Data Exchange. |
| A man holds a clipboard with part 1 of the guide on it. | We talk about all these words in Part 1 – What is the Data Exchange? |
| Word list icon | You’ll also find a list of all these words on page 28. |

# Words we use in the Data Exchange

# Recording SCOREs

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| SCORE | We use Standard Client Outcomes Reporting in the Data Exchange.  We call it SCORE. |
| A man holding a graph | SCORE captures the results, or outcomes, for clients during, and after, they have received a service. |
|  | The main reasons we use SCORE are: |
| A man choosing a rating between 1 and 5 | * it has a 5-point rating scale – this means there are 5 choices |
| A woman raising her hand with an information icon next to her | * many organisations already collect data just like the data we need for SCORE |
| A woman holding an information icon. There is a computer next to her | * organisations can put their data into the Data Exchange even if they do things in different ways |
| A woman holding a report | * it gives organisations an easy way to report on what clients achieve based on the services they use. |
| A man smiling with thumbs up, with SCORE next to him | If an organisation doesn’t already have a good way to record data, they can use SCORE directly with the client. |
| A montage of 2 images - a service provider and a client shaking hands, and an icon for a service with an arrow | A SCORE is recorded at least twice:   * once when a client starts using a service * 1 or more times during or after the service has been delivered. |
|  | SCORE measures 4 different types of outcomes: |
| An icon of a person with a calendar and a question mark | * circumstances – what a client’s life is like now and how it changes over time |
| An icon of a person pointing to their goal | * goals – what the person wants to achieve |
| A person thinking about a thumbs up and a thumbs down | * satisfaction – how the client felt about the service |
| People in the community | * community – measures changes for large groups, organisations or community groups. |
| A man and a woman reading a document together | We talk about the 4 different types of outcomes on the following pages. |

| **Circumstances** | Person with a calendar and a question mark |
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| A flag with 11 | Organisations who take part in the partnership approach might be asked to record a circumstances SCORE:   * more than 1 time * for at least 50% of their clients. |
| A montage of 2 images - a circumstances icon with 1+ and a woman raising her hand with a pie graph with 50% highlighted | The circumstances SCORE links to 11 domains. |

### The 11 circumstances domains are:

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| Health icon | * physical health | 2 parents with a child | * family functioning |
| Mental health icon | * mental health, wellbeing and self-care | A person raising their hand with a dollar sign next to them | * financial resilience |
| Safety icon | * personal and family safety | Computer and toolbox icons | * employment |
| A person getting older with a gear next to them | * age-appropriate development | Books, lightbulb and tools icons for education | * education and skills training |
| People in the community | * community participation and networks | Soap, toothpaste and toothbrush icons | * material wellbeing and basic necessities. |
| House icon | * housing |  |  |

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| A man choosing a rating between 1 and 5 | You need to record a rating between 1 and 5 for each domain. |
| A man frowning with two thumbs down | 1 – A client’s circumstances are having a very bad effect on them. |
| A man frowning with thumbs down | 2 – A client’s circumstances are having a bad effect on them. |
| A man shrugging | 3 – A client’s circumstances are not having a big effect on them. |
| A man smiling with thumbs up and a calendar | 4 – A client’s circumstances are okay for now. |
| A man smiling with both thumb up and 3 calendars | 5 – A client’s circumstances are very good for now. |

| **Goals** | A person pointing to their goal |
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| A montage of 2 images - a circumstances icon with 1+ and a woman raising her hand with a pie graph with 50% highlighted | | | Organisations who take part in the partnership approach might be asked to record a goals SCORE:   * more than 1 time * for at least 50% of their clients. | | |
| A flag with number 6 | | | The goals SCORE links to 6 domains. | | |
|  | | | The 6 goals domains are: | | |
| A woman holding an information icon | | | * changed knowledge and access to information | | |
| A montage of 2 images - a man pointing to himself and people in the community | | | This domain is about ways an activity helps a client find out more so they can:   * do more for themselves * take part in their community. | | |
| Pencil and wrench icons and an icon for change | | | * changed skills | | |
| A montage of 3 images - a man pointing to himself, people in the community and a man smiling with thumbs up and a safety icon | | | This domain is about ways an activity helps a client learn new skills so they can:   * do more for themselves * take part in their community * be safe, happy and well. | | |
| An icon of someone's brain with a cog and an icon for change | | | * changed behaviours | | |
| A montage of 3 images - a man pointing to himself, people in the community and a man smiling with thumbs up and a safety icon | | | This domain is about ways an activity helps a client change how they do things so they can:   * do more for themselves * take part in their community * be safe, happy and well. | | |
| A man pointing to himself | | | * empowerment, choice and control to make own decisions | | |
| A montage of 3 images - a man pointing to himself, a man choosing between 3 options, and a man reading a document | | | This domain is about ways an activity can help a client:   * be more confident * have more choice and control * make their own decisions. | | |
| A support worker helping a client read a document | | | * engagement with relevant support services | | |
| A montage of 3 images - a man pointing to himself, people in the community and a man smiling with thumbs up and a safety icon | | | This domain is about ways an activity helps a client find and use services they need so they can:   * do more for themselves * take part in their community * be safe, happy and well. | | |
| Important icon and a change icon | | | * changed impact of immediate crisis. | | |
| A montage of 3 images - a man pointing to himself, people in the community and a man smiling with thumbs up and a safety icon | | | This domain is about ways an activity helps a client when things go wrong so they can find better ways to:   * do more for themselves * take part in their community * be safe, happy and well. | | |
| A man choosing a rating between 1 and 5 | | | You also need to record a rating between 1 and 5 for each domain. | | |
| A woman frowning with thumbs down, with an arrow pointing towards her goal | | | 1 – A client hasn’t made any progress towards reaching their goals. | | |
| A woman in a thinking pose, with an arrow pointing towards her goal | | | 2 – A client has only made a little bit of progress towards reaching their goals. | | |
| A woman pointing towards her goal | | | 3 – A client has made some progress towards reaching their goals. | | |
| A woman smiling with thumbs up, with an arrow pointing towards her goal | | | 4 – A client has made good progress towards reaching their goals. | | |
| A woman raising her fist in strength, with an arrow pointing towards her goal | | | 5 – A client has reached their goals. | | |

| **Satisfaction** | A person thinking about a thumbs up and a thumbs down |
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| A montage of 2 images - a person thinking about a thumbs up and a thumbs down and a service icon with an arrow | | Organisations who take part in the partnership approach might be asked to record a satisfaction SCORE:   * once * when the service ends. | |
| A flag with number 3 | | The satisfaction SCORE links to 3 domains. | |
| A man raising his hand to talk about a service | | Each domain is a statement a client could make about the service they have used. | |
|  | | The 3 satisfaction domains are: | |
| A man and a woman sitting down to talk about a service | | * The service:   + listened to me   + understood my issues. | |
| A man smiling with thumbs up | | * I am satisfied with the service I got. | |
| A woman smiling with thumbs up. She has a thought bubble - in it she is talking to a woman about an issue | | * Now I am better at dealing with the issues I need support with. | |

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| A man choosing a rating between 1 and 5 | You also need to record a rating between 1 and 5 for each domain. |
| A man frowning with both thumbs down | 1 – The client strongly disagrees with the statement. |
| A man frowning with thumbs down | 2 – The client disagrees with the statement. |
| A man shrugging | 3 – The client neither agrees or disagrees with the statement. |
| A man smiling with thumbs up | 4 – The client agrees with the statement. |
| A man smiling with both thumbs up | 5 – The client strongly agrees with the statement. |

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| A montage of 3 images - a safety icon, a man and a woman reading a document together, and a woman raising her hand | It is important to collect data about client satisfaction in a way that makes clients feel:   * safe * comfortable * they can choose if they want to take part. |
| 2 women reading information on an iPad | You must make sure clients understand that you need the information so you can make your services better. |
| Person with a question mark | Clients should be able to tell you what they think without you knowing who they are. |
| Survey icon | Surveys are a good way to do this. |

| **Community** | People in the community |
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| A montage of 2 images - a circumstances icon with 1+ and a woman raising her hand with a pie graph with 50% highlighted | | Organisations who take part in the partnership approach might be asked to record a community SCORE:   * more than 1 time * for at least 50% of their clients. | |
| Flag with number 4 | | The community SCORE links to 4 domains. | |
| A group of people sitting together with an icon for change | | Each domain is about changes that a group or the whole community can experience. | |
| A man raising his hand to say something with a cross next to him | | The domains are not about each client’s experience. | |
|  | | The 4 community domains are: | |
| A montage of 4 images - books and a lightbulb icon, icon for skills, a woman thinking with a question mark and an icon for behaviour | | * Changes in groups or communities’:   + knowledge   + skills   + attitudes – what people think and believe   + behaviours – what people do | |
| 2 women reading a document together with a thought bubble. There is a group of people in the thought bubble. | | * The organisation knows more and does things in better ways so they can better meet the community’s needs. | |
| A montage of 2 images - a man raising his hand to say something and a group of people | | * The community is strong and connected so it can better meet the needs of:   + clients   + the whole community. | |
| A group of people smiling and cheering | | * The community works together and everyone gets along. | |

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| A man choosing a rating between 1 and 5 | You also need to record a rating between 1 and 5 for each domain. |
| An icon for change and a cross | 1 – The community has made no change in how well they can meet the needs of:   * clients * the community. |
| A group of people talking with an icon for change | 2 – The community has made very few changes in how well they can meet the needs of:   * clients * the community.   The community is showing signs that they might be able to deal with the issues. |
| A group of people cheering with an icon for change | 3 – The community has made some changes in how well they can meet the needs of:   * clients * the community.   The community is showing signs that they can deal with the issues. |

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| A group of people cheering with an icon for change | 4 – The community has made many changes in how well they can meet the needs of:   * clients * the community. |
| A group of people cheering with an icon for change | 5 – The community has made a lot of good changes in how well they can meet the needs of:   * clients * the community. |

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| A woman holding an icon for community with 'outcomes' above it | Your organisation might already have a good way to record client outcomes. |
| A woman raising her hand to say something. There is a computer with cogs on it above her | If so, you can keep using the system you have. |
| Information going from one computer to another | We have a tool that can help you transfer your outcomes data onto the Data Exchange. |
| Cog and wrench icons | It’s called a Translation Matrix. |
| Two women look at a laptop together | You can find it on the Data Exchange website.  **[dex.dss.gov.au/](https://dex.dss.gov.au/)** |

# Reporting from the Data Exchange

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| Computer icon with cogs | You can access reports based on the data you record in the Data Exchange. |
| Report icon with a calendar | These reports can be about each reporting period. |
| A woman looking at a laptop. There is a clock icon with 24 hours above her | The reports update every 24 hours. |
| A woman thinking with a Partnership Approach Report next to her | You can also access partnership approach reports if you enter partnership approach data. |

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| 3 report icons. One has a graph | Organisations that take part in the partnership approach can access a range of detailed reports. |
| A montage of 2 images - a man and a woman talking about service delivery and a man holding a piece of paper that says 'outcome' | These reports can give you important information about:   * service delivery * client outcomes. |

# Getting help to use the Data Exchange

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| Two women look at a laptop together | | You can find training materials for the Data Exchange on our website.  **[dex.dss.gov.au/](https://dex.dss.gov.au/)** | |
| A woman uses a computer | | The training is self-guided – you do it on your own. | |
| Task card icons | | We have task cards. | |
| A task card icon with tasks | | The task cards take you through things you need to do in the web-portal step by step. | |
| A man uses a computer. There are book icons and a lightbulb icon. | | We also have e-Learning modules. | |
| A video icon | | e-Learning modules are training videos you can watch. | |
| A woman stands behind a help desk. She holds a clipboard with a Data Exchange icon on it. | | The Data Exchange Helpdesk can give you technical support. | |
|  | | You can contact the Data Exchange Helpdesk by: | | |
| Email icon | | * email   [**dssdataexchange.helpdesk@dss.gov.au**](mailto:dssdataexchange.helpdesk@dss.gov.au) | | |
| Phone icon | | * by phone   **1800 020 283.** | | |

# Word list

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| A man pointing at himself with his other hand raised. There is a service and a folder icon above him. | | **Case**  When a client takes part in 1 or more sessions of the same service, we call it a case.  We also call it a case when a group of clients use the same service. | |
| A man with his hand raised with one finger up. | | **Client**  A client is a person who uses a service.  They use the service so they can reach a goal. | |
| A box of client records | | **Client level data**  Client level data is the information organisations collect about each client. | |
| Icon of a computer screen with client records. | | **Client records system**  A client records system is a system an organisation uses to collect and store personal information about their clients.  They might use software. Their system might be online. | |
| A man gives two thumbs up | | **Consent**  If someone gives you their consent, they say it is ok for you to do something. | |
| A truck icon with a plus sign | | **Delivery partners**  Delivery partners are other organisations you work with to provide supports and services to your clients. | |
| Domains icon - connected shapes, some have flags on them. | | **Domains**  Domains are important areas that are all related to the main topic. | |
| Woman giving a grant to another woman. There is a funding agency icon. | | **Grant**  A grant is a payment from the government or a funding agency for important work that can help others. | |
| A woman is helping a man and a woman who speak a different language. | | **Interpreter**  An interpreter is someone who:   * speaks the language you speak * can help you understand what someone says when they speak a different language. | |
| A man holding a card that says goal. Above him is the circle that says measurable outcome. | | **Measurable outcome**  In the Data Exchange, we measure if a client reaches their goals.  We call this a measurable outcome. | |
| An outlet building icon. | | **Outlet**  An outlet is the place where organisations deliver services to clients. | |
| Woman pointing at exclamation mark and a checkbox with a tick in it. | | **Priority requirements**  There is some data you must:   * collect * record in the Data Exchange. | |
| Man pointing out a program. | | **Program activities**  Program activities are all the services:   * your organisation offers * clients can choose from. | |
| A report icon and a calendar icon | | **Reporting period**  We make reports about a reporting period. There are 2 reporting periods each year:   * 1 January – 30 June * 1 July – 31 December.   Both reporting periods last for 6 months. | |
| A man in a meeting with a woman. There is a service icon above them. | | **Service**  We call it a service when a client gets support from an organisation. | |
| Two men in a meeting there is a clock icon above them. | | **Session**  Each time a client uses a service, we call it a session. | |
| Man with his hand raised asking to become a data exchange user. | | **User Access Request**  A User Access Request is how you ask us if you can become a Data Exchange user. | |

| Information icon from the Information Access Group logo | The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [**www.informationaccessgroup.com**](http://www.informationaccessgroup.com/). Quote job number 3490. |
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