



Add a SCORE assessment

This task card discusses the following:

- [What is SCORE?](#)
- [Client SCORE or Community SCORE](#)
- [SCORE icons](#)
- [Add a client SCORE](#)
 - [Method 1 – Add SCORE in an existing session](#)
 - [Method 2 – After adding a session](#)
 - [Method 3 – From the Client ID field in the View SCORE section](#)
 - [Method 4 – From the Add SCORE field in the View SCORE section](#)
- [Add a Community SCORE](#)
 - [Step 1 – Select the session](#)
 - [Step 2 – Enter assessment details](#)

KEY HIGHLIGHTS

- SCORE helps tell the story of what has been achieved for a client / group / community as a result of service delivery.
- You do not need to record SCORE assessments against each domain listed; only those applicable to the client.
- SCOREs should be recorded using the same domain to measure the changes experienced by clients over time.
- It is optional to record how the SCORE was assessed.

What is SCORE?

SCORE stands for Standard Client/Community Outcomes Reporting. It forms part of the Data Exchange partnership approach.

Client SCORE or Community SCORE

There are four different types of outcomes measured through SCORE to help tell the story of what has been achieved for an individual client and/or group/community activities. The SCORE components for individual clients are:

- Circumstances
- Goals
- Satisfaction

Once a session is recorded, an individual client SCORE can be added. If you wish to add a SCORE assessment for each client involved in the session, each assessment must be entered **separately**.

An individual client SCORE assessment should be recorded at least twice, towards the beginning of service delivery and again towards the end. Numerous SCORE assessments can be added if the client will be accessing the activity long term. These SCOREs should be recorded using the same domain to measure the changes experienced by clients over time.

The SCORE component for group / community activity is:

- Community





The Community component has been designed to report outcomes being achieved for large group where it is not feasible to record changes for individuals. Community SCOREs is recorded in a similar way to client SCOREs.

You do not need to record SCORE assessments against each domain listed. Select the domains that are relevant for the client at the time of the assessment.

SCORE icons

Table 1 details the various SCORE icons and their meanings.

Table 1 – SCORE icons and their meanings

FIELD	DESCRIPTION
	The SCORE 'outline' icon displays on a client record summary attached to a session. You can use this icon to add, delete or edit SCORE assessment types (Goal, Circumstance or Satisfaction) for a client resulting from a session.
	The SCORE 'coloured' icon displays when one SCORE assessment has been added to a client record at a session and another SCORE assessment can be added.
	The SCORE 'tick' icon displays when the full quota of (two) SCORE assessments have been added to a client record at a session.
	The SCORE icon displays on a client record advising a SCORE assessment has been added to the client. Displays in the Find a client screen.

Add a client SCORE

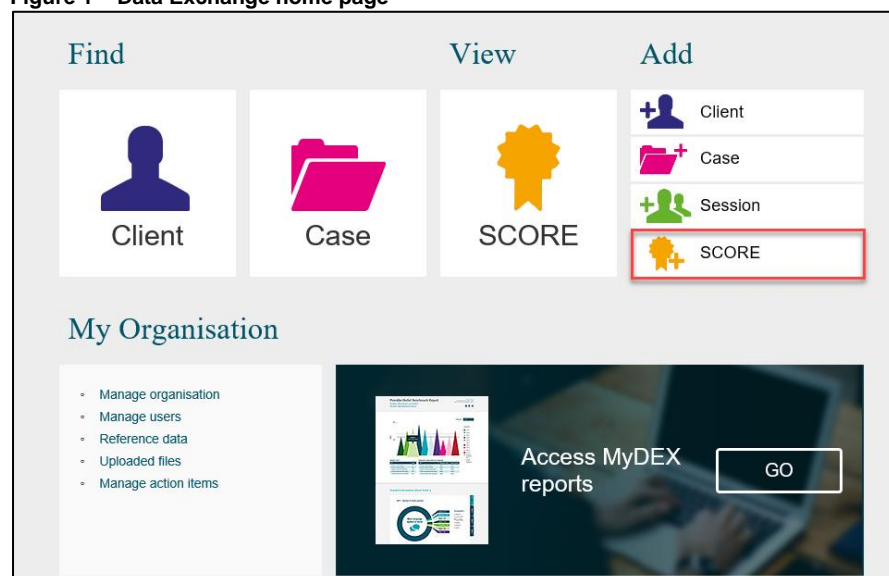
There are a number of methods to add an individual client SCORE assessment:

- Method 1 – adding a SCORE in an existing session
- Method 2 – after adding a session
- Method 3 – from the **Client ID** field in the View SCORE section
- Method 4 – from the **Add SCORE** field in the View SCORE section

Method 1 – Adding a SCORE in an existing session

From the home page select the **Add SCORE** icon. Refer Figure 1.

Figure 1 – Data Exchange home page



The **Add a SCORE – Find a client** screen will display. Refer Figure 2.

1. Select the outlet the client attended the service at
2. Select the activity that will be associated with the session.

Figure 2 – Add a SCORE – Find a client - Add outlet and activity

Add a SCORE - Find a client

SCORE details

Outlet: * 1

Activity: * 2

[Clear Outlet and Activity](#)

Please record the registered client for this SCORE.

Select a client

Given name:

Family name:

Client ID:

[Clear](#)

[Cancel](#)

Once you have selected the Outlet and the Activity you are able to search for the Client by entering given name, family name or client ID in the Select a Client fields and select **SEARCH**. Refer Figure 3.

Figure 3 - Find a client

Add a SCORE - Find a client

SCORE details

Outlet: * Bay Area Services

Activity: * Community and Home Support

[Clear Outlet and Activity](#)

This search will return clients that have a session for the selected Outlet and Activity for the current reporting period (1/07/2018 to 31/12/2018)

Please record the registered client for this SCORE.

Select a client

Given name:

Family name:

Client ID:

[Clear](#)

[Cancel](#)

Select the client using the tick box and click **NEXT>**. Refer Figure 4.

Figure 4 - Select client tick box

Please record the registered client for this SCORE.

Select a client


Given name:

Family name:

Client ID:

SEARCH [Clear](#)

Results (1)

	Name ↕	Client ID ↕	Date of Birth ↕	Gender ↕	Created on ↕
<input checked="" type="checkbox"/>	 Henry NONDEN	004	13/12/1939	MALE	03/08/2018

[Cancel](#) **NEXT >**

The **Add a SCORE – Find a session** screen will display. Refer Figure 5.

Figure 5 – Add a SCORE – Find a session screen

Add a SCORE - Find a session

SCORE details

Client ID: 004

Name: Henry NONDEN

Activity: Community and Home Support

SCORE type: *

Please record the session for this SCORE.

Find a session

Session ID:

Case ID:

Conducted from: to: dd/mm/yyyy

SEARCH [Clear](#)

< BACK [Cancel](#) **NEXT >**

Note: There is no longer reference to 'pre' and 'post' SCOREs in the web-based portal. The Data Exchange system will recognise which SCORE assessment has been recorded first by the date and time the assessment was recorded or added in the web-based portal. Refer Figure 18.

Select the **SCORE type** from the drop down. Refer Figure 6.

Figure 6 –Selecting SCORE type

Add a SCORE - Find a session

SCORE details

Client ID: 004
Name: Henry NONDEN
Activity: Community and Home Support

SCORE type: *
Circumstances
Goals
Satisfaction

Please record the session for this SCORE

Find a session

Session ID:
Case ID:
Conducted from: to: dd/mm/yyyy

[Clear](#)

[Cancel](#)

Select **SEARCH** to find the session to record the SCORE against.

The sessions that are associated with the client will display. Refer Figure 7.

Select the session that the SCORE is to be recorded against by clicking in the box and then selecting **NEXT**.

Figure 7 – Session selected

Please record the session for this SCORE.

Find a session

Session ID:
Case ID:
Conducted from: to: dd/mm/yyyy

[Clear](#)

Results (1)

Session ID	Case ID	Service type	Session date
<input checked="" type="checkbox"/> 0001	Hot Meals on Wednesdays	Meals at Home	01/08/2018

[Cancel](#)

The **Add a SCORE – Client SCORE details** screen will display. Refer Figure 8.

1. The client's case and session details will display along with an optional **Assessed by** field. Refer Table 2.
2. The domains that relate to the SCORE type will display.
3. For each domain there will be a numerical rating value of 1 to 5.
4. To view a description of the ratings select the definitions hyperlink in the top right hand corner of the domains table.

Figure 8 – Add a SCORE – Client SCORE details screen

Add a SCORE - Client SCORE details

SCORE details

Client ID: 004
 Name: Henry NORDEN
 Case ID: Hot Meals on Wednesdays
 Session ID: 0001
 Session conducted date: 01/06/2019
 Session conducted date: Meals at Home
 Service type: Intake/assessment
 Assessed by:

Domains

[Definitions for client circumstances SCOREs](#)

Please rate at least one client circumstances domain

Client circumstances \ Ratings	1 Negative impact	2 Moderate negative impact	3 Middle ground	4 Adequate over the short term	5 Adequate and stable over the medium term
Age-appropriate development	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community participation & networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education and skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family functioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material wellbeing and basic necessities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health, wellbeing and self-care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal and family safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLEAR RATINGS

[< BACK](#) [Cancel](#) [NEXT >](#)

Table 2 – Assessed by field (Refer Figure 8)

FIELD	DESCRIPTION
Assessed by	<p>Select the appropriate assessed by for the client. The different options are:</p> <ul style="list-style-type: none"> SCORE directly – client SCORE directly – practitioner SCORE directly – joint SCORE directly – support person Validated outcomes tool - client Validated outcomes tool - practitioner Validated outcomes tool - joint Validated outcomes tool – support person

Select the rating against the corresponding domain and select **NEXT**.

The **Add a SCORE – Review** screen will display detailing the SCORE type, domains and ratings selected. Refer Figure 9.

Figure 9 – Add a SCORE - Review screen

Add a SCORE - Review

Personal details

Client ID: 004
Name: Henry NONDEN

Session details

Case ID: Hot Meals on Wednesdays
Session ID: 0001
Activity: Community and Home Support
Conducted Date: 1/08/2018
Service type: Meals at Home

SCORE details

SCORE type: Circumstances

Domains

Mental health, wellbeing and self-care: 1 - Negative impact
Physical health: 1 - Negative impact

< BACK Cancel SUBMIT

Select **SUBMIT**.

The **Add a SCORE – Finish** screen will display. Refer Figure 10.

Figure 10 – Add a SCORE - Finish screen

Add a SCORE - Finish

Personal details

Client ID: 004
Full name: Henry NONDEN

Session details

Case ID: Hot Meals on Wednesdays
Session ID: 0001
Activity: Community and Home Support
Conducted Date: 1/08/2018
Service Type: Meals at Home

SCORE details

SCORE type: Circumstances

Domains

Mental health, wellbeing and self-care: 1 - Negative impact
Physical health: 1 - Negative impact


What can you do now?

- Add another SCORE for this client and this activity
- Add another SCORE

Under the “**What can you do now?**” heading, you can **Add another SCORE** for this client and this activity or **Add another SCORE** for a different client.

When you go to the **Find a client** screen, the client record will display the icon that indicates that a SCORE assessment has been recorded for this client. Refer Figure 11.

Figure 11 - Find a client - SCORE assessment made icon



Find a client

Given name:

Family name:

Client ID:





Created from: to: dd/mm/yyyy

Tags: [+ ADD TO SEARCH](#)

[SEARCH](#) [Clear](#)

Results (10)

Show [GO](#)

Name	Client ID	Date of Birth	Gender	SCORE present	Created on
Jeremy TALBOT	010	15/08/2000	Male		20/08/2018
Mandy FRANKS	009	05/07/1940	Female		17/08/2018
Julie ADAMS	008	13/08/2018	Female		13/08/2018
Dion LATHAM	007	07/09/2000	Male		13/08/2018
Thomas JEFFRIES	006	17/08/1985	Male		09/08/2018
Ruby HENDERSON	005	08/08/1942	Female		03/08/2018
Henry NONDEN	004	13/12/1939	Male		03/08/2018
Helen CRUGHTON	003	05/12/1940	Female		03/08/2018
Frederick JAMIESON	002	05/11/1941	Male		03/08/2018
Lucy JONES	001	01/08/2018	Female		03/08/2018

Method 2 - After adding a session

When you have completed adding a session the **Add a session – Finish** screen will display. Refer Figure 12.

Select the **Session ID** hyperlink to start to add a SCORE assessment.

Figure 12 – Add a session – Finish screen

Add a session - Finish

Case ID: [Hot Meals on Wednesdays](#)

Session ID: [0002](#)

Session date: 08 August 2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: 10.00

Amount of assistance provided

Quantity: 1

Clients attended session (1)

Participation type	Name	Client ID	Date of Birth	Gender	Created on
CLIENT	Henry NONDEN	004	13/12/1939	Male	03/08/2018

What can you do now?

- [Copy session](#)
- [Add another session to this case](#)
- [Add another session](#)

The **Session details** screen will display. Refer Figure 13.

Figure 13 – Session details screen

Session details

[DELETE SESSION](#) [COPY SESSION](#) [EDIT SESSION DETAILS](#)

Case ID: Hot Meals on Wednesdays

Session ID: 0002

Session date: 8/08/2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: \$10.00

Amount of assistance provided

Quantity: 1

Clients attended the session

[EDIT ATTENDEES](#)

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Henry NONDEN	004	13/12/1939	Male		+

Community SCOREs

[ADD COMMUNITY SCORE](#)

No SCOREs found.

[BACK](#)

Select the **Client SCOREs** icon.

The **Add client SCORE** screen will display. Refer Figure 14.

Select the corresponding **SCORE type** form the drop down list.

Figure 14 - Add client SCORE – SCORE type

The screenshot shows the 'Add client SCORE' form. At the top, there is a gear icon and the title 'Add client SCORE'. Below the title, a note states: 'All fields marked with an asterisk (*) are required.' The form is divided into two sections: 'Session details' and 'SCORE details'. In the 'Session details' section, the following information is displayed: Case ID: Hot Meals on Wednesdays, Name: Henry NONDEN, Client ID: 004, Session ID: 0002, Session date: 08/08/2018, and Service type: Meals at Home. In the 'SCORE details' section, there are two dropdown menus: 'SCORE type: *' and 'Assessed by:'. The 'SCORE type: *' dropdown is highlighted with a red box. At the bottom of the form, there are three buttons: 'CLEAR RATINGS', 'Cancel', and 'SAVE'. A 'SHOW DOMAINS' button is also visible on the right side of the form.

Select the **Assessed by** drop down arrow to select how the assessment was made. Refer Figure 15.

Figure 15 - Add client SCORE - Assessed by field

The screenshot shows the 'Add client SCORE' form with the 'Assessed by' dropdown menu open. The 'Session details' section is the same as in Figure 14. In the 'SCORE details' section, the 'SCORE type: *' dropdown is set to 'Circumstances'. The 'Assessed by:' dropdown is open, showing a list of options: 'SCORE directly - client', 'SCORE directly - practitioner', 'SCORE directly - joint', 'SCORE directly - support person', 'Validated outcomes tool - client', 'Validated outcomes tool - practitioner', 'Validated outcomes tool - joint', and 'Validated outcomes tool - support person'. The dropdown menu is highlighted with a red box. At the bottom of the form, there are three buttons: 'CLEAR RATINGS', 'Cancel', and 'SAVE'. A 'SHOW DOMAINS' button is also visible on the right side of the form.

Select **SHOW DOMAINS**. Refer Figure 16.

1. The domains that relate to the SCORE type will display.
2. For each domain there will be a numerical rating value of 1 to 5.
3. To view a description of the ratings select the definitions hyperlink in the top right hand corner of the domains table.

Figure 16 - Add client SCORE – Domains section

SCORE details

SCORE type: Circumstances

Assessed by: SCORE directly - client

[SHOW DOMAINS](#)

Domains

[Definitions for client circumstances SCOREs](#)

3

Please rate at least one client circumstances domain


Client circumstances 1 Ratings	1 Negative impact	2 Moderate negative impact	3 Middle ground	4 Adequate over the short term	5 Adequate and stable over the medium term	2
Age-appropriate development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
Community participation & networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Education and skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Family functioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Financial resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Material wellbeing and basic necessities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mental health, wellbeing and self-care	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Personal and family safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

[CLEAR RATINGS](#) [Cancel](#) [SAVE](#)

Select **SAVE**.

The **Session details** screen will display. Refer Figure 17.

Figure 17 – Session details screen with Client SCORE assessment made

 **Session details**

[DELETE SESSION](#) [COPY SESSION](#) [EDIT SESSION DETAILS](#)

Case ID: Hot Meals on Wednesdays

Session ID: 0002

Session date: 8/08/2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:



Fees charged: \$10.00

Amount of assistance provided

Quantity: 1

Clients attended the session

[EDIT ATTENDEES](#)


Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Henry NONDEN	004	13/12/1939	Male		

Community SCOREs

[ADD COMMUNITY SCORE](#)


No SCOREs found.

[< BACK](#)

Select  to expand and collapse to view the completed **SCORE assessment**. Refer Figure 18.

The SCORE assessments recorded will display. If two SCORE assessments are recorded for the one SCORE component i.e. Circumstances, the second SCORE will display with the number (2) after the SCORE component name. This will be counted as the 'post' SCORE.

Figure 18 – Session details – SCORE details section



Session details

[DELETE SESSION](#)
[COPY SESSION](#)
[EDIT SESSION DETAILS](#)

Case ID: Hot Meals on Wednesdays

Session ID: 0002

Session date: 8/08/2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: \$10.00

Amount of assistance provided

Quantity: 1

Clients attended the session

[EDIT ATTENDEES](#)

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Steve BORDER	884	13/12/1938	Male		

Referrals

No referrals found.

SCORE details

Circumstances

Assessed by: SCORE directly - client

Family functioning: 2

Mental health, wellbeing and self-care: 3

Circumstances (2)

Assessed by: SCORE directly - client

Family functioning: 1

Mental health, wellbeing and self-care: 1

Goals

Assessed by: SCORE directly - client

Changed knowledge and access to information: 1

Goals (2)

Assessed by: SCORE directly - client

Changed knowledge and access to information: 2

Community SCOREs

[ADD COMMUNITY SCORE](#)

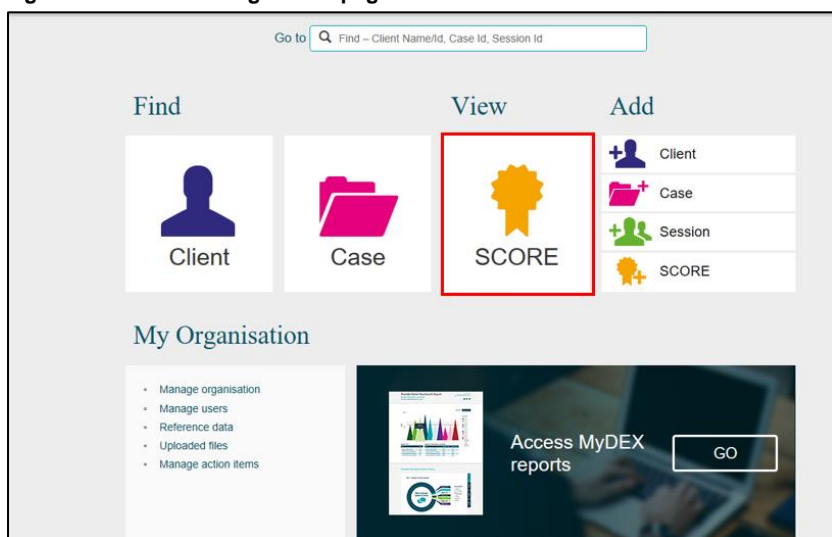
No SCOREs found.

[< BACK](#)

Method 3 – from the Client ID field in the View SCORE section

From the Data Exchange web-based portal home page, select the **View SCORE** tile. Refer Figure 19.

Figure 19 - Data Exchange home page



The **View client SCORE** screen will display. Refer Figure 20.

Figure 20 – View client SCORE screen

Refer Figure 21.

1. Select the relevant **Activity** from the drop down list.
2. Select **SEARCH**.
3. The **Client IDs** will display under the Results section.

Figure 21 – Selecting relevant items on the View client SCORE screen

View client SCORE

Activity: 1

Client Id:

Given name:

Family name:

Session conducted from: to: dd/mm/yyyy

Client has no SCOREs: ☐

SEARCH 2

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/2018		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/2018		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

Select the relevant **Client ID** hyperlink. Refer Figure 22.

Figure 22 – Select relevant Client ID hyperlink

View client SCORE

Activity:

Client Id:

Given name:

Family name:

Session conducted from: to: dd/mm/yyyy

Client has no SCOREs: ☐

SEARCH [Clear](#)

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/1950		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/1955		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

The **Client profile** screen will display. Refer Figure 23.

The cases that the client has been attached to for this activity will display under the **Cases** heading.

The most recent sessions that the client has attended for those cases will display under the **Sessions** heading.



Select  at the top of the column/s to sort the records.

Figure 23 – Client profile screen



Client profile

[DELETE CLIENT](#)
[EDIT CLIENT DETAILS](#)

Ruby HENDERSON

Client ID: 005
 Name provided is a pseudonym: No
 Estimated Date of Birth: No
 Date of birth: 06/08/1942
 Gender: Female
 SCORES available: No

Tags: [+ ADD](#) [SAVE TAGS](#)

[MORE](#) [VIEW CLIENT SCORE](#)

Cases (6)

[ADD A CASE](#)

Case ID	Outlet	Program activity	Sessions	Created on
ZB113355	Catchment Team	Financial Crisis and Material Aid - Emergency Relief	4	09/06/2018
AZ0001	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	1	09/06/2018
Community Event 1	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	2	08/06/2018
Transport - Tuesdays	Bay Area Services	Community and Home Support	2	03/06/2018
Food parcels	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	0	03/06/2018
Hot Meals on Wednesdays	Bay Area Services	Community and Home Support	3	03/06/2018

Sessions (4)

Session ID	Case ID	Session date	Service type	Participation	Created on
0003	Hot Meals on Wednesdays	01/06/2018	Meals at Home	Client	22/06/2018
0018	ZB113355	13/06/2018	Intake/assessment	Support Person	13/06/2018
0002	Transport - Tuesdays	10/07/2018	Meals at Home	Client	09/06/2018
0002	Community Event 1	08/06/2018	Material Goods	Client	08/06/2018

Select the **Session ID** hyperlink where the SCORE assessment is to be added. Refer Figure 24.

Figure 24 – Session ID hyperlink

Cases (6)

[ADD A CASE](#)

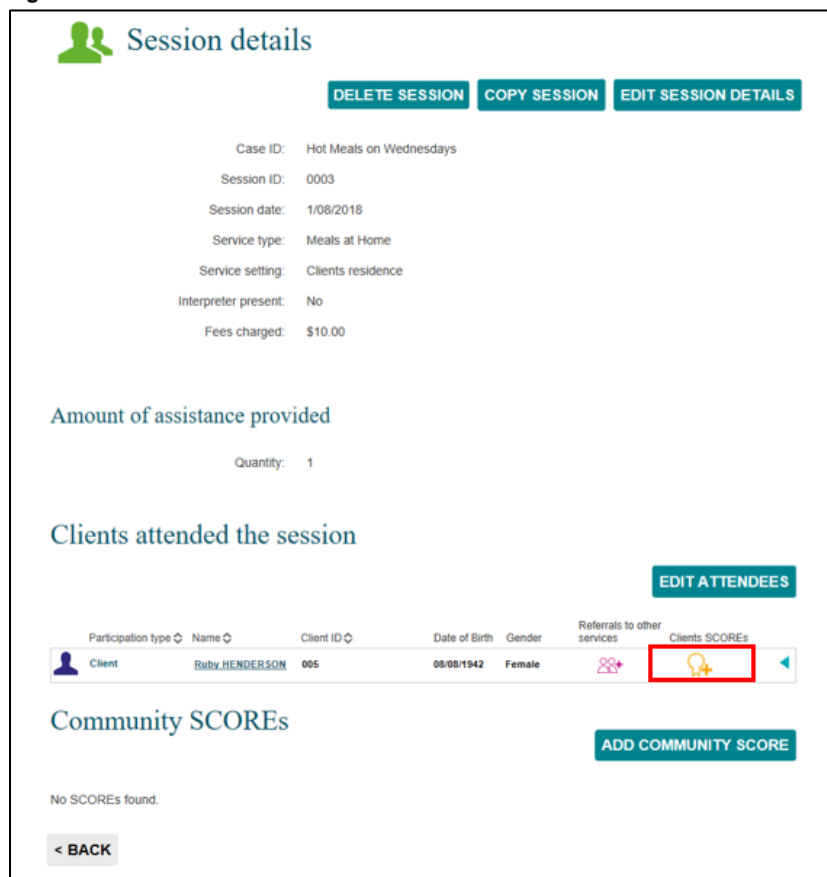
Case ID	Outlet	Program activity	Sessions	Created on
ZB113355	Catchment Team	Financial Crisis and Material Aid - Emergency Relief	4	09/06/2018
AZ0001	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	1	09/06/2018
Community Event 1	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	2	08/06/2018
Transport - Tuesdays	Bay Area Services	Community and Home Support	2	03/06/2018
Food parcels	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	0	03/06/2018
Hot Meals on Wednesdays	Bay Area Services	Community and Home Support	3	03/06/2018

Sessions (4)

Session ID	Case ID	Session date	Service type	Participation	Created on
0003	Hot Meals on Wednesdays	01/06/2018	Meals at Home	Client	22/06/2018
0018	ZB113355	13/06/2018	Intake/assessment	Support Person	13/06/2018
0002	Transport - Tuesdays	10/07/2018	Meals at Home	Client	09/06/2018
0002	Community Event 1	08/06/2018	Material Goods	Client	08/06/2018

The **Session details** screen will display. Refer Figure 25.

Figure 25 – Session details screen



The 'Session details' screen displays session information and options for management. At the top, there are three buttons: 'DELETE SESSION', 'COPY SESSION', and 'EDIT SESSION DETAILS'. Below these, session details are listed: Case ID (Hot Meals on Wednesdays), Session ID (0003), Session date (1/08/2018), Service type (Meals at Home), Service setting (Clients residence), Interpreter present (No), and Fees charged (\$10.00). A section titled 'Amount of assistance provided' shows a quantity of 1. Below this, a section titled 'Clients attended the session' includes an 'EDIT ATTENDEES' button. A table lists client information, with a red box highlighting the 'Clients SCOREs' column for Ruby HENDERSON. At the bottom, there is a 'Community SCOREs' section with an 'ADD COMMUNITY SCORE' button and a '< BACK' button.

Session details

DELETE SESSION COPY SESSION EDIT SESSION DETAILS

Case ID: Hot Meals on Wednesdays
Session ID: 0003
Session date: 1/08/2018
Service type: Meals at Home
Service setting: Clients residence
Interpreter present: No
Fees charged: \$10.00

Amount of assistance provided

Quantity: 1

Clients attended the session

EDIT ATTENDEES

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Ruby HENDERSON	005	08/08/1942	Female		

Community SCOREs

ADD COMMUNITY SCORE

No SCOREs found.

< BACK

Find your client (if more than one).


Select  to add a SCORE assessment. The Add client SCORE screen will display. Refer Figure 26.

Figure 26 – Add client SCORE screen



The 'Add client SCORE' screen is used to add a new SCORE assessment. It features a header with the title and a gear icon. Below the header, session details are displayed, including Case ID, Name, Client ID, Session ID, Session date, and Service type. A note indicates that all fields marked with an asterisk (*) are required. The 'SCORE details' section contains a 'SCORE type' dropdown menu and an 'Assessed by' dropdown menu. At the bottom, there are buttons for 'CLEAR RATINGS', 'Cancel', 'SHOW DOMAINS', and 'SAVE'.

Add client SCORE

All fields marked with an asterisk (*) are required.

Session details

Case ID: Hot Meals on Wednesdays
Name: Ruby HENDERSON
Client ID: 005
Session ID: 0003
Session date: 01/08/2018
Service type: Meals at Home

SCORE details

SCORE type: *
Assessed by:

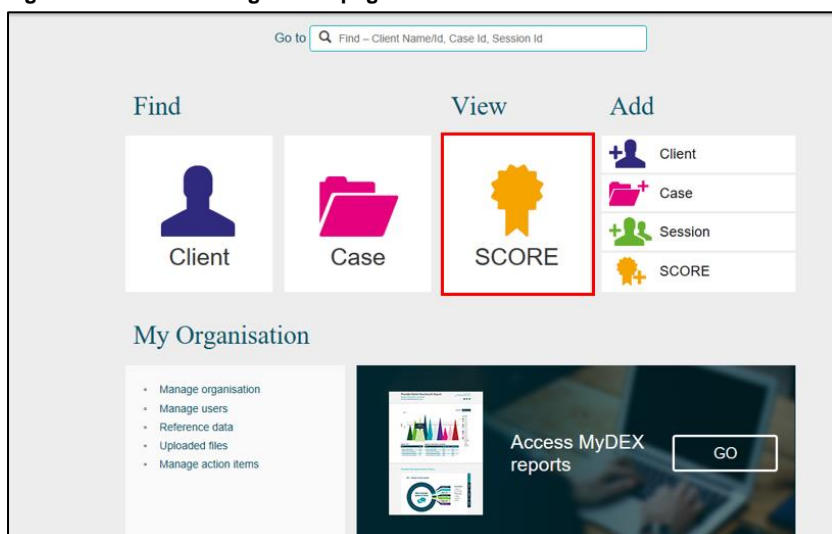
CLEAR RATINGS Cancel SHOW DOMAINS SAVE

Refer to the [Method 2 from the Add client SCORE screen](#) on page 10 on how to add a SCORE assessment from this screen.

Method 4 – from the Add SCORE field in the View SCORE section

From the Data Exchange web-based portal home page, select the **View SCORE** tile. Refer Figure 27.

Figure 27 - Data Exchange home page



The **View client SCORE** screen will display. Refer Figure 28.

Figure 28 – View client SCORE screen

Refer Figure 29.

1. Select the relevant **Activity** from the drop down list.
2. Select **SEARCH**.
3. The **Client IDs** will display under the Results section.

Figure 29 – Selecting relevant items on the View client SCORE screen

View client SCORE

Activity: * Community and Home Support 1

Client id:

Given name:

Family name:

Session conducted from: to: dd/mm/yyyy

Client has no SCOREs: ☐

SEARCH 2

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/2018		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/2018		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

Select the **Add hyperlink** for the relevant client from the **View client SCORE** screen. Refer Figure 30.

Figure 30 – View client SCORE screen – Add SCORE hyperlink

View client SCORE

Activity: * Community and Home Support

Client id:

Given name:

Family name:

Session conducted from: to: dd/mm/yyyy

Client has no SCOREs: ☐

SEARCH [Clear](#)

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/1950		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/1955		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

The **Add a SCORE – Find a session** screen will display. Refer Figure 31.

Figure 31 – Add a SCORE – Find a session screen

Add a SCORE - Find a session

SCORE details

Client ID: 008

Name: Julie ADAMS

Activity: Community and Home Support

SCORE type: *

Please record the session for this SCORE.

Find a session

Session ID:

Case ID:

Conducted from: to: dd/mm/yyyy

[Clear](#)

[Cancel](#)

Refer to the [Method 1, Add a SCORE – Find a session](#) on page 4 on how to add a SCORE assessment from this screen.

Add a Community SCORE

A Community SCORE can be added to any community case session that has been created. Refer to the [Add a case](#) and [Find and edit a case](#) task cards if required.

The Community SCORE is linked to three ratings which reflect changes that may occur for a group or community rather than individual clients. Community SCORE uses the same 1 to 5 numerical value scale as client SCOREs.

Step 1 – Select the session

You can add a Community SCORE after adding a session or by selecting the session from within a case. Open the session record.

Select **ADD COMMUNITY SCORE**.

The **Add community SCORE** screen will display. Refer Figure 32.

Step 2 – Enter assessment details

Figure 32 - Community SCORE table

Add community SCORE

All fields marked with an asterisk (*) are required.

Session details

Case ID: Hot Meals - Mondays
Session ID: 0001
Session date: 05/08/2018
Service type: General House Cleaning
Assessed by: [dropdown menu]

Domains

Please rate at least one client group/community

Definitions for client group/community SCOREs

Client group/community 1 Ratings	1 No change	2 Limited change with emerging engagement	3 Limited change with strong engagement	4 Moderate change	5 Significant change
Community infrastructure and networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group / community knowledge, skills, attitudes and behaviours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisational knowledge, skills and practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social cohesion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLEAR RATINGS [Cancel](#) **SAVE**

Select the **Assessment by** if required, from the drop down box.

The domains within the Community SCORE will display.

For each rating there will be a numerical value of 1 to 5.

Select a numerical value for one or all three ratings in the Community domain, then select **SAVE**.

The ratings and numerical values chosen will be listed under the client record on the **Community SCOREs** section. Refer Figure 33.



Figure 33 – Community score ratings

Community SCOREs

+ ADD COMMUNITY SCORE

Group/Community

Community infrastructure and networks

3  

More information on SCORE can be found in the [Data Exchange Protocols](#) and the [Training resources](#) tab.

For technical support; contact the Data Exchange Helpdesk by email dssdataexchange.helpdesk@dss.gov.au or on 1800 020 283 between 08.30am - 5.30pm (AEST/AEDT) Monday to Friday.