



SCORE – at a glance

Working collaboratively with the sector to improve the way we collect outcomes information

Overview

The Australian Government has improved program performance reporting processes in grant agreements through the Data Exchange.

The Data Exchange framework streamlines reporting requirements, automates reporting processes, and shifts the focus of performance measurement from outputs to more meaningful information about service delivery outcomes. In order to collect meaningful data about the service outcomes organisations are achieving, the Data Exchange has developed a reporting tool called Standard Client/Community Outcomes Reporting, or SCORE for short.

Standard Client/Community Outcomes Reporting (SCORE)

SCORE allows organisations to measure client and community outcomes using their own self-selected tools and methods, and to report these outcomes in a way that is consistent and comparable.

There are four different types (components) of outcomes measured through SCORE to help tell the story of what has been achieved: three for individual clients (their circumstances, goals and satisfaction) and one for a group or community.

SCORE uses a simple five-point rating scale. This provides a consistent and comparable way to translate outcomes into a quantified rating. SCORE is generally recorded towards the beginning and end of a funded activity to best assess change pre and post service delivery. If the service provided is longer term, then an interim assessment should also be recorded.

Organisations are encouraged to collect SCORE in the way that best suits their own unique service delivery context. This may be through a practitioner assessment, a client self-assessment, support person assessment, or a joint assessment.

Reporting SCORE data will only apply to organisations that choose to opt-in to providing the extended data as part of the partnership approach, or where it is a condition of their grant. For more on the partnership approach see [Measuring Outcomes – A beginner's guide](#).

How SCORE works in practice

The four SCORE components are linked to standard domains to make it easy to compare outcomes across client facing programs.

- The **Client Circumstances** SCORE is linked to eleven outcome domains where changes are sought for clients of funded programs:
 - physical health
 - mental health, wellbeing and self-care
 - personal and family safety
 - age-appropriate development
 - community participation and networks
 - family functioning
 - financial resilience
 - employment
 - education and skills training
 - material wellbeing and basic necessities
 - housing.
- The **Client Goal** SCORE is linked to six goal domains which measure the extent of achievement of a client's individual goals:
 - changed knowledge and access to information
 - changed skills
 - changed behaviours
 - empowerment, choice and control to make own decisions
 - engagement with relevant support services
 - changed impact of immediate crisis.
- The **Client Satisfaction** SCORE relates to three key domains about a client's perceptions of the responsiveness and value of the service received:
 - the service listened to me and understood my issues
 - I am happy with the services I have received
 - I am better able to deal with issues that I sought help with.
- The **Community** SCORE is linked to four domains where changes occur for a group or a community:
 - knowledge, skills, attitudes and behaviours for a group of client or community members participating in the service
 - knowledge, skills and practices within organisations that the service works with
 - community structures and networks to better respond to the needs of targeted clients and communities
 - social cohesion.

The type of outcome domain that will be relevant will depend on the context of the program. With this in mind, organisations only have to report against the domain in each SCORE component that they think is most relevant. Organisations have the option of reporting on one or more additional domains if they consider these important.

Go to [Data Exchange Protocols](#) for more practical details on how to apply SCORE.

Example of how SCORE works across domains

SCORE component 1: Changed client circumstances

Table 1. Example domain: Circumstance – family functioning

SCORE outcome domain	1:	2:	3:	4:	5:
	No progress in achieving outcome	Limited progress	Some progress	Moderate progress	Outcome fully achieved
Family functioning	Significant negative impact of poor family functioning on independence, participation and wellbeing	Moderate negative impact of poor family functioning on independence, participation and wellbeing	Progress towards improving family functioning to support independence, participation and wellbeing	Adequate short-term family functioning to support independence, participation and wellbeing	Adequate on-going family functioning to support independence, participation and wellbeing

SCORE component 2: Progress in achieving individual goals

Table 2. Example domain: Goal – Changed knowledge and access to information

SCORE goal domain	1:	2:	3:	4:	5:
	No progress in achieving goals	Limited progress	Some progress	Moderate progress	Goals fully achieved
Changed knowledge and access to information	No progress in increasing awareness and knowledge in areas relevant to client's needs and circumstance	Limited progress to date in achieving knowledge goals – but emerging engagement	Limited progress to date in achieving knowledge goals – but strong engagement	Moderate progress to date in achieving knowledge goals	Full achievement of goals related to increasing awareness and knowledge in areas relevant to client's needs and circumstance

SCORE component 3: Client satisfaction

Table 3. Example domain: Client Satisfaction

SCORE client satisfaction domain	1:	2:	3:	4:	5:
	Disagree	Tend to disagree	Neither agree or disagree	Tend to agree	Agree
The service listened to me and understood my issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SCORE for group and community activities

Table 4. Example domain: Communities

SCORE community domain	1:	2:	3:	4:	5:
	No change	Limited change	Some change	Moderate change	Significant change
Group/community knowledge, skills, behaviours to better address their own needs	No change in knowledge, skills, behaviours to better address their own needs	Limited change in knowledge, skills, behaviours – but emerging engagement	Limited change in knowledge, skills, behaviours – but strong engagement	Moderate change in knowledge, skills, behaviours	Significant positive change in knowledge, skills, behaviours to better address their own needs