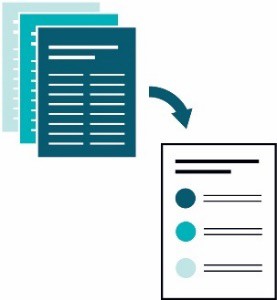
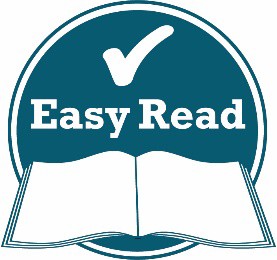


**The Data Exchange Protocols**

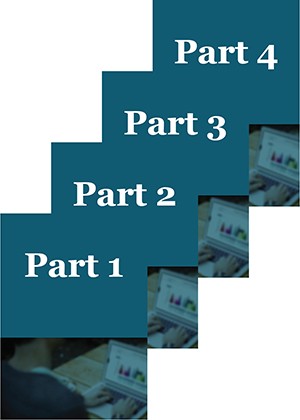
**Part 4**

**Recording client outcomes in the Data Exchange**

## An Easy Read guide

**How to use this guide**

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| The Australian Government Department of Social Services (DSS) wrote this guide. When you see the word ‘we’, it means DSS. |
| We have written this guide in an easy to read way.  We use pictures to explain some ideas. |
| We have written some words in **bold**. This means the letters are:   * thicker * darker. |
| We explain what these words mean.  There is a list of all these words on page 28. |
| This Easy Read guide is a summary of another document.  This means it only includes the most important ideas. |
| You can find the other document on our website at [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |



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| You can ask for help to read this guide.  A friend, family member or support person may be able to help you. |
| 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. |
| This is Part 4 – Recording client outcomes in the Data Exchange. |
| You might like to read 1 part at a time. |
| 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?**

[Words we use in the Data Exchange 5](#_bookmark0)

[Recording SCOREs 6](#_bookmark1)

[Reporting from the Data Exchange 24](#_bookmark2)

[Getting help to use the Data Exchange 26](#_bookmark3)

[Word list 28](#_bookmark4)

# A man pointing at a clipboard with words on it A woman with her hand raised pointing at "words". A man holding a clipboard that says our wordsŽ. There is also an exclamation mark. A man holds a clipboard with part 1 of the guide on it. Word list icon Words we use in the Data Exchange

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| There are certain words we use in the Data Exchange. |
| Your organisation might use different words. |
| It’s important to use our words when you use the Data Exchange. |
| We talk about all these words in Part 1 – What is the Data Exchange? |
| You’ll also find a list of all these words on page 28. |

# SCORE A man holding a graph A man choosing a rating between 1 and 5 A woman raising her hand with an information icon next to her A woman holding an information icon. There is a computer next to her A woman holding a report Recording SCOREs

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| We use Standard Client Outcomes Reporting in the Data Exchange.  We call it SCORE. |
| SCORE captures the results, or outcomes,  for clients during, and after, they have received a service. |
| The main reasons we use SCORE are: |
| * it has a 5-point rating scale – this means there are 5 choices |
| * many organisations already collect data just like the data we need for SCORE |
| * organisations can put their data into the Data Exchange even if they do things in different ways |
| * it gives organisations an easy way to report on what clients achieve based on the services they use. |



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| If an organisation doesn’t already have a good way to record data, they can use SCORE directly with the client. |
| 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: |
| * circumstances – what a client’s life is like now and how it changes over time |
| * goals – what the person wants to achieve |
| * satisfaction – how the client felt about the service |
| * community – measures changes for large groups, organisations or community groups. |

## A man and a woman reading a document together Circumstances

### We talk about the 4 different types of outcomes on the following pages.





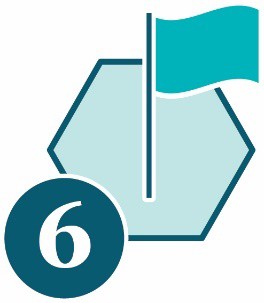
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| Organisations who take part in the partnership approach might be asked to record a circumstances SCORE:   * more than 1 time * for at least 50% of their clients. |
| The circumstances SCORE links to 11 domains. |

### Health icon 2 parents with a child Mental health icon A person raising their hand with a dollar sign next to them Safety icon Computer and toolbox icons A person getting older with a gear next to them Books, lightbulb and tools icons for education People in the community Soap, toothpaste and toothbrush icons House icon The 11 circumstances domains are:

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| * physical health | * family functioning |
| * mental health, wellbeing and self-care | * financial resilience |
| * personal and family safety | * employment |
| * age-appropriate development | * education and skills training |
| * community participation and networks | * material wellbeing and basic necessities. |
| * housing |  |



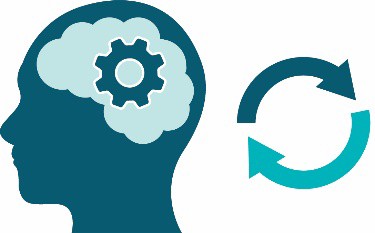
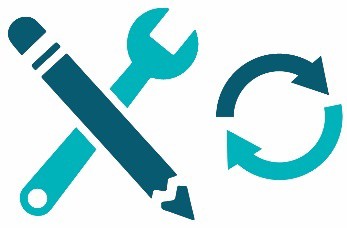
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| You need to record a rating between 1 and 5 for each domain. |
| 1 – A client’s circumstances are having a very bad effect on them. |
| 2 – A client’s circumstances are having a bad effect on them. |
| 3 – A client’s circumstances are not having a big effect on them. |
| 4 – A client’s circumstances are okay for now. |
| 5 – A client’s circumstances are very good for now. |

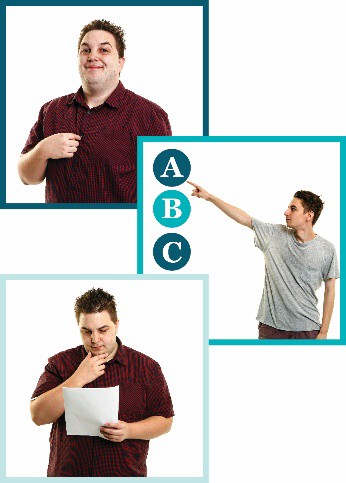


## A person pointing to their goal A montage of 2 images - a circumstances icon with 1+ and a woman raising her hand with a pie graph with 50% highlighted Goals

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| 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. |
| The goals SCORE links to 6 domains. |
| The 6 goals domains are: |
| * changed knowledge and access to information |
| 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. |

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| * changed skills |
| 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. |
| * changed behaviours |
| 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. |
| * empowerment, choice and control to make own decisions |

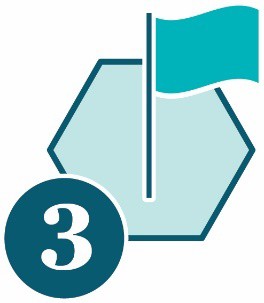




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| This domain is about ways an activity can help a client:   * be more confident * have more choice and control * make their own decisions. |
| * engagement with relevant support services |
| This domain is about ways an activity helps a client find and use services they need so they can:   * do more for themselves * take part in their community * be safe, happy and well. |
| * changed impact of immediate crisis. |
| 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. |



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| You also need to record a rating between 1 and 5 for each domain. |
| 1 – A client hasn’t made any progress towards reaching their goals. |
| 2 – A client has only made a little bit of progress towards reaching their goals. |
| 3 – A client has made some progress towards reaching their goals. |
| 4 – A client has made good progress towards reaching their goals. |
| 5 – A client has reached their goals. |



## A person thinking about a thumbs up and a thumbs down A montage of 2 images - a person thinking about a thumbs up and a thumbs down and a service icon with an arrow Satisfaction

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| Organisations who take part in the partnership approach might be asked to record a satisfaction SCORE:   * once * when the service ends. |
| The satisfaction SCORE links to 3 domains. |
| Each domain is a statement a client could make about the service they have used. |

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| The 3 satisfaction domains are: |
| * The service:   + listened to me   + understood my issues. |
| * I am satisfied with the service I got. |
| * Now I am better at dealing with the issues I need support with. |





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| You also need to record a rating between 1 and 5 for each domain. |
| 1 – The client strongly disagrees with the statement. |
| 2 – The client disagrees with the statement. |
| 3 – The client neither agrees or disagrees with the statement. |
| 4 – The client agrees with the statement. |
| 5 – The client strongly agrees with the statement. |

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| 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. |
| You must make sure clients understand that you need the information so you can make your services better. |
| Clients should be able to tell you what they think without you knowing who they are. |
| Surveys are a good way to do this. |

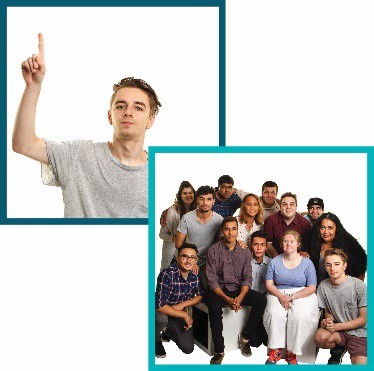
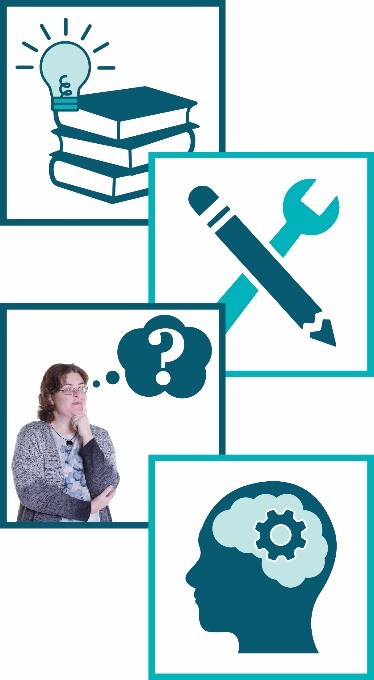




## People in the community A montage of 2 images - a circumstances icon with 1+ and a woman raising her hand with a pie graph with 50% highlighted Community

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| 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. |
| The community SCORE links to 4 domains. |
| Each domain is about changes that a group or the whole community can experience. |
| The domains are not about each client’s experience. |

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| The 4 community domains are: |
| * Changes in groups or communities’:   + knowledge   + skills   + attitudes – what people think and believe   + behaviours – what people do |
| * The organisation knows more and does things in better ways so they can better meet the community’s needs. |
| * The community is strong and connected so it can better meet the needs of:   + clients   + the whole community. |
| * The community works together and everyone gets along. |

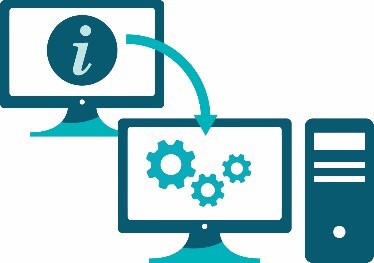




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| You also need to record a rating between 1 and 5 for each domain. |
| 1 – The community has made no change in how well they can meet the needs of:   * clients * the community. |
| 2 – The community has made very few changes in how well they can meet the needs of:   * clients * the community.   The community is showing signs that they might be able to deal with the issues. |
| 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. |



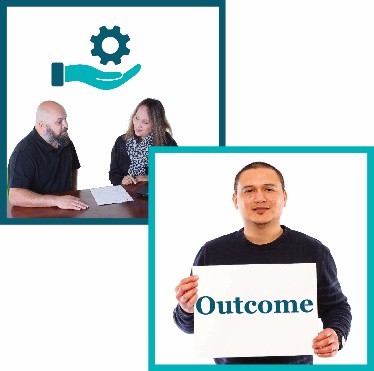
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| 4 – The community has made many changes in how well they can meet the needs of:   * clients * the community. |
| 5 – The community has made a lot of good changes in how well they can meet the needs of:   * clients * the community. |



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| Your organisation might already have a good way to record client outcomes. |
| If so, you can keep using the system you have. |
| We have a tool that can help you transfer your outcomes data onto the Data Exchange. |
| It’s called a Translation Matrix. |
| You can find it on the Data Exchange website.  [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |

# Computer icon with cogs Report icon with a calendar A woman looking at a laptop. There is a clock icon with 24 hours above her A woman thinking with a Partnership Approach Report next to her Reporting from the Data Exchange

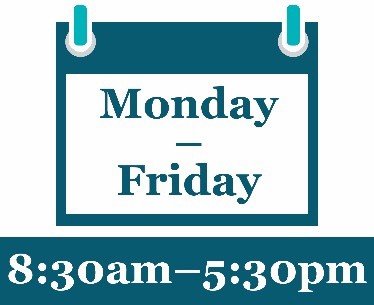
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| You can access reports based on the data you record in the Data Exchange. |
| These reports can be about each reporting period. |
| The reports update every 24 hours. |
| You can also access partnership approach reports if you enter partnership approach data. |



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| Organisations that take part in the partnership approach can access a range of detailed reports. |
| These reports can give you important information about:   * service delivery * client outcomes. |

# Two women look at a laptop together A woman uses a computer Task card icons A task card icon with tasks A man uses a computer. There are book icons and a lightbulb icon. Getting help to use the Data Exchange

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| You can find training materials for the Data Exchange on our website.  [**dex.dss.gov.au/**](https://dex.dss.gov.au/) |
| The training is self-guided – you do it on your own. |
| We have task cards. |
| The task cards take you through things you need to do in the web-portal step by step. |
| We also have e-Learning modules. |



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| e-Learning modules are training videos you can watch. |
| The Data Exchange Helpdesk can give you technical support. |
| You can contact the Data Exchange Helpdesk by: |
| * email   [**dssdataexchange.helpdesk@dss.gov.au**](mailto:dssdataexchange.helpdesk@dss.gov.au) |
| * by phone   **1800 020 283.** |
| You can contact the Data Exchange Helpdesk:   * from Monday to Friday * between 8:30am and 5:30pm. |

# A man pointing at himself with his other hand raised. There is a service and a folder icon above him. A man with his hand raised with one finger up. A box of client records Icon of a computer screen with client records. A man gives two thumbs up Word list

|  |
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| **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. |
| **Client**  A client is a person who uses a service.  They use the service so they can reach a goal. |
| **Client level data**  Client level data is the information organisations collect about each client. |
| **Client records system**  A client records system is a system an organisation uses to manage data about their clients.  They might use software. Their system might be online. |
| **Consent**  If someone gives you their consent, they say it is ok for you to do something. |

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| **Delivery partners**  Delivery partners are other organisations you work with to provide supports and services to your clients. |
| **Domains**  Domains are important areas that are all related to the main topic. |
| **Grant**  A grant is a payment from the government or a funding agency for important work that can help others. |
| **Interpreter**  An interpreter is someone who:   * speaks the language you speak * can help you understand what someone says when they speak a different language. |
| **Measurable outcome**  In the Data Exchange, we measure if a client reaches their goals.  We call this a measurable outcome. |

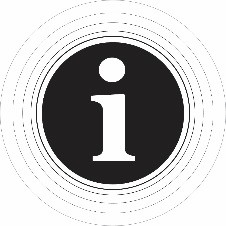




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| **Outlet**  An outlet is the place where organisations deliver services to clients. |
| **Priority requirements**  There is some data you must:   * collect * record in the Data Exchange. |
| **Program activities**  Program activities are all the services:   * your organisation offers * clients can choose from. |
| **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. |



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| **Service**  We call it a service when a client gets support from an organisation. |
| **Session**  Each time a client uses a service, we call it a session. |
| **User Access Request**  A User Access Request is how you ask us if you can become a Data Exchange user. |

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