Australian Government
Department of Social Services

Appendix B
Program specific guidance for State Agencies in the Data Exchange

Department of Social Services

Version dated 31 January 2019

Introduction

Purpose of this document

This document provides policy guidance on entering data into the Data Exchange in a consistent way that best reflects the program activity being delivered. It is divided into two parts:

- Program specific guidance for **Commonwealth agencies** (this document)

- Program specific guidance for **State agencies**.

These guidelines should be read in conjunction with:

- Data Exchange Protocols (https://dex.dss.gov.au/data-exchange-protocols/)

- Your funding agreement

- Your program guidelines

- The Task Cards and e-Learning modules available on the Data Exchange website (https://dex.dss.gov.au/)

Intended Use

Appendix B: Program Activity Guidance is intended to provide practical information for managers and front-line staff to better understand the data expected, and assist them in integrating SCORE outcomes and partnership data collection into existing service and administrative practices.

Additionally this guide aims to provide consistency on how program data is interpreted within program activities, and support a consistent interpretation of the Data Exchange protocols across commonly funded organisations.

This document will be periodically updated to provide more detailed guidance on questions as they arise and as new programs come on board to the Data Exchange. Users of this document are encouraged to provide feedback where further guidance related to their program activity is needed.

All resources associated with the Data Exchange are available on the Data Exchange website (https://dex.dss.gov.au/).

Contents

New South Wales Government

Family and Community Services (FaCS)

The Department of Family and Community Services delivers services to some of the most disadvantaged individuals, families and communities in NSW. Our mission is to 'Enable vulnerable people to participate fully in NSW social and economic life and build stronger, more sustainable and inclusive communities'.

Stayin Kinnected

This program was created to deliver a trauma informed approach to provide training, employment and personal development through the establishment of a social enterprise model.

Stayin Kinnected will aim to address to poverty within young people and older adults lives by building their skills in a safe environment, offering an avenue for casual employment while working alongside the individual and their supports to develop practical skills to sustain their employment and transition to external and stable employment breaking the cycle of welfare dependency and poverty.

Who is the primary client?

The primary clients for this program are those who identify as Aboriginal or Torres Strait Islanders. Clients may be individuals, families, carers, care recipients, or seniors.

A priority focus will be Aboriginal young people and adolescents, and people experiencing intergenerational disadvantage and residing in social housing.

What are the key client characteristics?

Clients may be receiving government payments, pensions or allowances, and may be persons or families who are unemployed, ill, studying and/or experiencing financial distress.

Who might be considered 'support persons'?

Recording support persons is voluntary; staff can record support persons if they feel it is relevant. Instructions on how to record them in the web-based portal can be found on the Data Exchange website. However, providers should aim to collect individual client details for each participant where possible.

For this program activity, support persons may include families of clients, case/support worker, parents/guardians of clients, and community leaders/mentors/informal caregivers.

Should unidentified 'group' clients be recorded?

Stayin Kinnected has limited use for unidentified clients. This program provides face-to-face support where clients are known to the service, therefore it is expected that only **30% of your clients or less** should be recorded as unidentified 'group' clients in each reporting period.

Is there a recommended naming convention for outlets?

There is no recommended naming convention for outlets under this program activity. When creating, naming or re-naming / maintaining your outlets, please consider guidelines stated in the Data Exchange Protocols.

How could cases be set up?

There is no specific case structure recommended for this program activity. If using the web-based portal, service providers should create cases in a way that works best for them and their staff, and will be useful over multiple reporting periods.

Where an organisation primarily delivers one-on-one services, a case can be created per individual client. To protect client privacy, names should never be used in the Case ID field; the Client ID number can be used instead. This way, all contact had with a specific client is recorded in the same place and is easy to find for future use.

Where an organisation primarily delivers services to couples or families, a case can be created per couple or family unit. To protect client privacy, names should never be used in the Case ID field. Providers should use other identifying nomenclature, such as 'FamilyA24' or 'Couple 26'. This way, all contact had with a specific couple whether together or separately is recorded in the same place. Likewise, all contact had with a family group, whether some or all, is recorded in the same place and is easy to find for future use.

What areas of SCORE are most relevant?

Service providers can record outcomes against any domains that are relevant for the client. For this program activity, the following SCORE areas have been identified as most relevant:

Circumstances	Goals	Satisfaction	Community
- Age appropriate development - Community participation and networks - Education and skills training - Employment - Mental health, wellbeing and self-care - Personal and family safety - Physical health	- Changed behaviours - Changed knowledge and access to information - Changed skills - Empowerment, choice and control to make own decisions - Engagement with relevant support services	All three Satisfaction outcomes are relevant for this program activity.	Group / community knowledge, skills, attitudes and behaviours to better address their own needs

For this program activity, when should each service type be used?

The service type describes the main focus for the session being delivered. If a session covers multiple service types the most relevant **one** should be chosen either on the basis of the majority of time spent focusing on the particular service type or the main way an outcome was achieved.

The Data Exchange is designed to capture client-facing services and interactions, therefore information recorded should not include time spent travelling to and from a client's home or other location, or time spent in administration or planning.

Service Type	Example
Education and skills training	Participants are supported to enrol and complete training, certification or learning. This can include work experience opportunities, volunteering/ paid employment to build and enable experience and up-skilling, which can include Work Health & Safety (WHS), First Aid and Driver's licence.
Facilitate employment pathways	Participants are assisted to seek out and link into employment services and pathways through Job Services Australia, and direct approaches to employers through advocacy, application support and networking. Assistance may include, but is not limited to resume writing, writing a job application, and offers of direct employment / work experience.
Fundamental life skills	Formal and information workshops are sourced or delivered directly, based on identified interests and needs of participants. This skills training can include but is not limited to Legal Aid, Financial Budgeting, how to open a bank account and how to apply for a tax file number.
Goal setting	Participants are supported to develop realistic goals and plan actions to achieve these goals. This may include personal development and capacity building activities through formal and informal activities, as well as building awareness and knowledge of the service system, and learning how to access it independently.
Information / Advice / Referral	Supported referrals are made following the initial assessment, to enable access to financial assistance, support services and information. Referrals may also be made to Job Services Australia to access brokerage for the purchase of materials and equipment, as required. Referrals and provision of information can extend to personal and career related areas.
Intake and Assessment	Participants will complete an initial assessment providing their details, employment history, skills, qualifications and career goals and aspirations. This assessment will determine the most appropriate support plan, activities and financial assistance to be made available.
Mentoring / Peer Support	Participants are supported through mentor and peer support, both directly from Stayin Kinnected and through referral to specialist trade and industries. Mentoring and support can be provided face-to-face, or via phone and SMS.

Targeted Earlier Intervention Program

The Targeted Earlier Intervention (TEI) Program is aimed at supporting vulnerable children, young people, families and communities in NSW, early in life and early in need, to minimise the escalation of vulnerabilities, and reduce the likelihood of children entering the child protection system.

The TEI Program includes two program streams and five service options:

Community Strengthening

The Community Strengthening stream encompasses activities aimed at facilitating greater community cohesion, inclusion and wellbeing, and empowerment of Aboriginal communities.

Community Strengthening activities seek to maximise social engagement, as well as provide social supports to ensure greater opportunities for both individuals and families within the community, as well as the community as a whole.

There are three service options within the Community Strengthening stream:

- Community Connections (service option 1)
- Community Centres (service option 2)
- Community Support (service option 3)

Wellbeing and Safety

The Wellbeing & safety stream encompasses activities aimed at supporting families and individuals, and providing opportunities for personal development. Wellbeing and Safety activities are focused on ensuring that individuals and families are supported, regardless of whether they have known vulnerabilities, or are experiencing crisis, to lead fulfilling and engaged lives, with their families, peers and communities.

There are two service options within the Community Strengthening stream:

- Targeted Support (service option 4)
- Intensive or Specialist Support (service option 5)

TEI program and the Data Exchange

The Data Exchange and the NSW Department of Family and Community Services (FACS) use different language to describe the different levels of service delivery, for the purposes of data collection and reporting the DSS terminology will primarily be used, please see terminology translation below:

Data Exchange terminology	FACS terminology
Program Activity	Service Option
Service Type	Flexible Activity

1. Targeted Earlier Intervention Program – Community Connection

What does this program activity focus on?

Community Connection activities focus on:

- building social capital and local networks (including local and central governance)

- increasing social inclusion and sense of belonging to different communities

- promoting tolerance and understanding of diversity to increase social cohesion and solidarity in the community

- other activities and innovations that develop community connections

Who is the primary client?

The primary client for TEI - Community Connection activities is vulnerable children, young people, families and communities.

What are the key client characteristics?

Children, young people, families and communities accessing community connection activities may be potentially vulnerable, have known vulnerabilities or be experiencing crisis. People with known vulnerabilities or experiencing crisis can be supported to access more targeted or intensive / specialist support activities.

Should support persons be recorded?

People may attend activities who do not meet the definition of a client, such as carers, family members, or young children. While there is no requirement to record support people in the Data Exchange, service providers are encouraged to record support people at the session level, particularly where the support person fits within the TEI Priority Group. Support persons are not counted as clients.

Should unidentified 'group' clients be recorded?

For this program activity it is expected that 75% of your clients or less should be recorded as unidentified 'group' clients in each reporting period. Applicable examples of where the use of unidentified group clients may be appropriate include large group information sessions or community groups or events. However, providers should aim to collect individual client details for each participant/attendee where possible.

Please refer to the Data Exchange Protocols for further guidance on appropriate use of unidentified clients.

How should cases be set up?

Cases act as containers, linking client and session data to location and program activity information. A case captures one or more instances of service (known as sessions) received by a client or group of clients that is expected to lead to a distinct outcome.

Cases set up under this program activity will be activity based, rather than client based.

To protect client privacy, family names or other identifying information should not be recorded in the Case ID field. For ease of case navigation, providers should use other identifying descriptions, such as 'FamilyA24' or 'Family Group 26 (See Section 3.2 of Protocols).

The partnership approach

All TEI providers have been asked to participate in the partnership approach.

As part of the partnership approach, service providers will be able to use the Data Exchange standard approach to record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting, which is designed to assist in measuring client change linked to service delivery over time (See Protocols, section 7).

The partnership approach also includes the ability to record an extended data set (See Protocols, section 6).

In addition to the minimum requirements outlined below, you are welcome to collect and enter other partnership approach data that you consider appropriate for your project, noting that the information you enter is what will be available to you in reports.

Collecting outcomes data using SCORE

It is expected that, where practical, you collect SCORE outcomes data for all participants. However, it is noted that you should do so within reason and in alignment with ethical requirements.

While generally a client SCORE assessment is recorded twice – towards the beginning of a case (Pre-SCORE) and again towards the end (Post-SCORE), for TEI projects running for over 18 months it is expected that, where practical, you also collect SCORE assessments periodically throughout service delivery.

As a minimum, it is expected that you record SCORE outcomes against the domains relevant for your client, from the list outlined in the table below.

Circumstances	Goals	Satisfaction	Community
All eleven Circumstances outcomes are relevant for this program activity	All six Goals outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	All four Community outcomes are relevant for this program activity

Collecting extended data

All TEI – Community Connections service providers are to participate in the partnership approach by reporting the following extended data:

- Attendance profile
- Client needs and presenting context
- Reasons for seeking assistance
- Referral type
- Referral purpose
- Referral source
- Referrals to other services
- Homeless indicator
- Household composition

You may also record other details if you think it is appropriate for your program and for your clients to do so.

For this program activity, when should each service type be used?

Service Type	Description
Community Sector Planning	Planning activities undertaken to assist **organisations and community networks** to plan, co-ordinate and support their communities to achieve the TEI outcomes. Sector staff attending planning activities should be recorded as a client for relevant sessions.
Community Sector Coordination	Coordinate activities that assist **community organisations** who support their communities to achieve TEI outcomes, to collaborate/participate in local/regional consultation processes that contribute to planning, social policy, service delivery and evaluation of community strengthening programs (coordination involves, chairing, secretariat, venue etc.). Some examples include coordinating inter-agencies, backbone support to collective impact work, interdisciplinary place based projects. Sector staff attending planning activities should be recorded as a client for relevant sessions.
Information / Advice / Referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Education and Skills Training	Co-ordinate and deliver professional learning and skills development opportunities for **community organisations** to support their communities to achieve TEI outcomes. Note: the client for this service type is staff from the TEI community sector. Sector staff attending planning activities should be recorded as a client for relevant sessions.
Community engagement	Organise community **events or festivals** that are in line with TEI outcomes. This can only be counted if the service is responsible for organising and running the event. For example contributing resources, time and staff to organise it, not just participating or attending. If an event runs for 3 days, record one session for each day the event occurs, therefore 3 sessions would be recorded for this event.
Social Participation	Initiate or facilitate **community activities** that are in line with TEI outcomes. This could include social, cultural, recreational, youth activities, art or language activities; workshops; or linking up members of a community around a shared issue.
Indigenous Community Engagement	Organise Aboriginal community **events or festivals** that support Aboriginal communities or community events promoting Aboriginal issues. This can only be counted if the service is responsible for organising and running the event. For example contributing resources, time and staff to organise it, not just participating or attending. If an event runs for 3 days, record one session for each day the event occurs, therefore 3 sessions would be recorded for this event.
Indigenous Social Participation	Initiate or facilitate activities for Aboriginal communities that are in line with TEI outcomes. This could include social, cultural, recreational, youth, art or language activities; workshops; or linking up members of a community around a shared issue, memorial days, reconciliation activities, erecting plaques or monuments.

2. Targeted Earlier Intervention Program – Community Centres

What does this program activity focus on?

Community Centre activities focus on:

- providing a place for people to meet, interact and volunteer
- provide a soft-entry point with supported referrals for people who need more targeted or intensive support

Who is the primary client?

The primary client for TEI - Community Centre activities is vulnerable children, young people, families and communities.

What are the key client characteristics?

Children, young people and families accessing community centre activities may be potentially vulnerable, have known vulnerabilities or be experiencing crisis. People with known vulnerabilities or experiencing crisis can be supported to access more targeted or intensive / specialist support activities.

Should support persons be recorded?

People may attend activities who do not meet the definition of a client, such as carers, family members, or young children. While there is no requirement to record support people in the Data Exchange, service providers are encouraged to record support people at the session level, particularly where the support person fits within the TEI Priority Group. Support persons are not counted as clients.

Should unidentified 'group' clients be recorded?

For this program activity it is expected that 50% of your clients or less should be recorded as unidentified 'group' clients in each reporting period. Applicable examples of where the use of unidentified group clients may be appropriate include large group information sessions or community groups or events. However, providers should aim to collect individual client details for each participant/attendee where possible.

Please refer to the Data Exchange Protocols for further guidance on appropriate use of unidentified clients.

How should cases be set up?

Cases act as containers, linking client and session data to location and program activity information. A case captures one or more instances of service (known as sessions) received by a client or group of clients that is expected to lead to a distinct outcome.

Cases set up under this program activity will be activity based, rather than client based.

To protect client privacy, family names or other identifying information should not be recorded in the Case ID field. For easier navigation of cases, providers should use other identifying descriptions, such as 'FamilyA24' or 'Family Group 26' (See Section 3.2 of Protocols).

The partnership approach

All TEI providers have been asked to participate in the partnership approach.

As part of the partnership approach, service providers will be able to use the Data Exchange standard approach to record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting, which is designed to assist in measuring client change linked to service delivery over time (See Protocols, section 7).

The partnership approach also includes the ability to record an extended data set (See Protocols, section 6).

In addition to the minimum requirements outlined below, you are welcome to collect and enter other partnership approach data that you consider appropriate for your project, noting that the information you enter is what will be available to you in reports.

Collecting outcomes data using SCORE

It is expected that, where practical, you collect SCORE outcomes data for all participants. However, it is noted that you should do so within reason and in alignment with ethical requirements.

While generally a client SCORE assessment is recorded twice – towards the beginning of a case (Pre-SCORE) and again towards the end (Post-SCORE), for TEI projects running for over 18 months it is expected that, where practical, you also collect SCORE assessments periodically throughout service delivery.

As a minimum, it is expected that you record SCORE outcomes against the domains relevant for your client, from the list outlined in the table below.

Circumstances	Goals	Satisfaction	Community
All eleven Circumstances outcomes are relevant for this program activity	All six Goals outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	All four Community outcomes are relevant for this program activity

Collecting extended data

All TEI – Community Centres service providers are to participate in the partnership approach by reporting the following extended data:

- Attendance profile
- Client needs and presenting context
- Reasons for seeking assistance
- Referral type
- Referral purpose
- Referral source
- Referrals to other services
- Homeless indicator
- Household composition

You may also record other details if you think it is appropriate for your program and for your clients to do so.

For this program activity, when should each service type be used?

Service Type	Description
Information / Advice / Referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Social participation	Provide clients an opportunity to connect with others, such as a community centre, informal location, or online to achieve the TEI outcomes. Examples could include: providing a meeting space or hiring out rooms to functions or forums, parenting groups, youth groups, early childhood education, care or support, maternal and child health services, Aboriginal Elders, Men's and Women's Groups, Aboriginal enterprises; and/or providing access to internet and Wi-Fi; and/or equipment, such as toys, books and car seats. Count each occasion of service as a session. Providers should aim to collect individual client details for each participant/attendee where possible.
Community Engagement	Planning activities undertaken with community members to develop plans that would achieve the TEI outcomes. Examples could include: a child protection, housing, education, health or employment plan or a plan that addresses a number of these. Note: your service has to facilitate the sessions and write the plan to count this as an activity, not just participate in consultations run by other services. Plans should include the change that the community is trying to achieve and how this will be measured, including both short and medium/long term measurement. Each meeting held to discuss a plan would be counted as a session.

3. **Targeted Earlier Intervention Program – Community Support**

What does this program activity focus on?

Community Support activities focus on:

- providing programs to increase knowledge, skills, experience, confidence and wellbeing
- providing programs to increase social inclusion, participation, and individual capacity

Who is the primary client?

The primary client for Community Support activities is vulnerable children, young people, families and communities.

What are the key client characteristics?

Children, young people and families accessing community support activities may be potentially vulnerable, have known vulnerabilities or be experiencing crisis. People with known vulnerabilities or experiencing crisis can be supported to access more targeted or intensive / specialist support activities.

Should support persons be recorded?

People may attend activities who do not meet the definition of a client, such as carers, family members, or young children. While there is no requirement to record support people in the Data Exchange, service providers are encouraged to record support people at the session level, particularly where the support person fits within the TEI Priority Group. Support persons are not counted as clients.

Should unidentified 'group' clients be recorded?

For this program activity it is expected that 50% of your clients or less should be recorded as unidentified 'group' clients in each reporting period. Applicable examples of where the use of unidentified group clients may be appropriate include large group information sessions or community groups or events. However, providers should aim to collect individual client details for each participant/attendee where possible.

Please refer to the Data Exchange Protocols for further guidance on appropriate use of unidentified clients.

How should cases be set up?

Cases act as containers, linking client and session data to location and program activity information. A case captures one or more instances of service (known as sessions) received by a client or group of clients that is expected to lead to a distinct outcome.

Cases set up under this program activity will be activity based, rather than client based.

To protect client privacy, family names or other identifying information should never be recorded in the Case ID field. To easily navigate cases, providers should use other identifying descriptions, such as 'FamilyA24' or 'Family Group 26 (See Section 3.2 of Protocols)

The partnership approach

All TEI providers have been asked to participate in the partnership approach.

As part of the partnership approach, service providers will be able to use the Data Exchange standard approach to record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting, which is designed to assist in measuring client change linked to service delivery over time (See Protocols, section 7).

The partnership approach also includes the ability to record an extended data set (See Protocols, section 6).

In addition to the minimum requirements outlined below, you are welcome to collect and enter other partnership approach data that you consider appropriate for your project, noting that the information you enter is what will be available to you in reports.

Collecting outcomes data using SCORE

It is expected that, where practical, you collect SCORE outcomes data for all participants. However, it is noted that you should do so within reason and in alignment with ethical requirements.

While generally a client SCORE assessment is recorded twice – towards the beginning of a case (Pre-SCORE) and again towards the end (Post-SCORE), for TEI projects running for over 18 months it is expected that, where practical, you also collect SCORE assessments periodically throughout service delivery.

As a minimum, it is expected that you record SCORE outcomes against the domains relevant for your client, from the list outlined in the table below.

Circumstances	Goals	Satisfaction	Community
All eleven Circumstances outcomes are relevant for this program activity	All six Goals outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	All four Community outcomes are relevant for this program activity

Collecting extended data

All TEI – Community Support service providers are to participate in the partnership approach by reporting the following extended data:

- Attendance profile
- Client needs and presenting context
- Reasons for seeking assistance
- Referral type
- Referral purpose
- Referral source
- Referrals to other services
- Homeless indicator
- Household composition

You may also record other details if you think it is appropriate for your program and for your clients to do so.

For this program activity, when should each service type be used?

Service Type	Description
Information / Advice / Referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Education and Skills training	Programs that build the skills of community members, including young people, to provide learning/education (Examples could include: literacy, numeracy, life skills, financial management/budgeting) whether delivered one on one or in a group
Facilitate employment pathways	Programs that build the skills of community members, including young people, to provide facilitate pathways to employment (Examples could include: résumé writing workshops, employment skills development and volunteering) whether delivered one on one or in a group
Social Participation	Activities that encourage connectedness for community members, which would increase social inclusion and participation. For example mentoring, leadership programs, relationship, social skills, whether delivered one on one or in a group.
Indigenous Healing Workshops	This is any activity which facilitates healing for Aboriginal communities, families or individuals. Examples could include: grief and loss workshops.
Advocacy and Support	This could include advocating for, problem solving and being an intermediary for child/ren, young people, families and communities, to help and inspire people to find the support that's right for them.
Indigenous Advocacy/Support	This could include advocating for, problem solving and being an intermediary for Aboriginal child/ren, young people, families and communities, to help and inspire people to find the support that's right for them.
Business Planning	Initiate or support the development of Aboriginal led enterprises that are in line with the TEI outcomes. Examples could include: a social enterprise run by Aboriginal people which produces and sells Aboriginal art or bush tucker for profit. Count each planning meeting as a session.

4. Targeted Earlier Intervention Program – Targeted Support

What does this program activity focus on?

Targeted Support activities focus on:

- meeting the needs of people with known vulnerabilities, such as domestic and family violence, mental health needs, drug and/or alcohol needs, and social / economic disadvantage

- increasing the wellbeing and safety of children, young people and families

Who is the primary client?

The primary client for Targeted Support activities is vulnerable children, young people, and families.

What are the key client characteristics?

Children, young people and families accessing targeted support activities will have known vulnerabilities or be experiencing crisis. People accessing targeted support may also be supported to access community strengthening activities.

Should support persons be recorded?

People may attend activities who do not meet the definition of a client, such as carers, family members, or young children. While there is no requirement to record support people in the Data Exchange, service providers are encouraged to record support people at the session level, particularly where the support person fits within the TEI Priority Group. Support persons are not counted as clients.

Should unidentified clients be recorded?

These projects generally provide face-to-face support where clients are known to the service, therefore it is expected that none of your clients should be recorded as unidentified 'group' clients in each reporting period.

Please refer to the Data Exchange Protocols for further guidance on appropriate use of unidentified clients.

How should cases be set up?

Cases act as containers, linking client and session data to location and program activity information. A case captures one or more instances of service (known as sessions) received by a client or group of clients that is expected to lead to a distinct outcome.

Cases set up under this program activity will be client based, rather than activity based.

To protect client privacy, family names or other identifying information should never be recorded in the Case ID field. To easily navigate cases, providers should use other identifying descriptions, such as 'FamilyA24' or 'Family Group 26 (See Section 3.2 of Protocols)

The partnership approach

All TEI providers have been asked to participate in the partnership approach.

As part of the partnership approach, service providers will be able to use the Data Exchange standard approach to record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting, which is designed to assist in measuring client change linked to service delivery over time (See Protocols, section 7).

The partnership approach also includes the ability to record an extended data set (See Protocols, section 6).

In addition to the minimum requirements outlined below, you are welcome to collect and enter other partnership approach data that you consider appropriate for your project, noting that the information you enter is what will be available to you in reports.

Collecting outcomes data using SCORE

It is expected that, where practical, you collect SCORE outcomes data for all participants. However, it is noted that you should do so within reason and in alignment with ethical requirements.

While generally a client SCORE assessment is recorded twice – towards the beginning of a case (Pre-SCORE) and again towards the end (Post-SCORE), for TEI projects running for over 18 months it is expected that, where practical, you also collect SCORE assessments periodically throughout service delivery.

As a minimum, it is expected that you record SCORE outcomes against the domains relevant for your client, from the list outlined in the table below.

Circumstances	Goals	Satisfaction	Community
All eleven Circumstances outcomes are relevant for this program activity	All six Goals outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	All four Community outcomes are relevant for this program activity

Collecting extended data

All TEI – Targeted Support service providers are to participate in the partnership approach by reporting the following extended data:

- Attendance profile
- Client needs and presenting context
- Reasons for seeking assistance
- Referral type
- Referral purpose
- Referral source
- Referrals to other services
- Homeless indicator
- Household composition

You may also record other details if you think it is appropriate for your program and for your clients to do so.

For this program activity, when should each service type be used?

Service Type	Description
Information / Advice / Referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Counselling	Providing counselling by qualified professionals to child/ren, young people, carers and families as individuals, as a group or one on one to multiple family members, who have been assessed as needing counselling.
Mentoring / Peer Support	This includes facilitating self-help/peer support groups for parents experiencing particular issues. An example could include, post-natal depression groups.
Parenting programs	This includes providing evidence based parenting programs, as listed in the TEI Evidence Informed Practice Framework.
Intake / Assessment	Intake and assessment in a **case management setting**, which includes providing assessment and case planning to assess the strengths and needs of the child, young person and family, including any risks; plan and coordinate a mix of services to meet the child/ren, young people and family's needs and address risks;
Material Aid	Material aid in a **case management setting**, where funds are used to purchase goods and/or services (including child care) which are in line with the case plan developed for the child/ren, young person and family.
Family Capacity Building	Family support activities provided during **case management**, which involve undertaking activities to implement the case plans of individual clients (child/ren, young person or family). This could include home visiting, support (legal, language or to access TIS), advocacy, counselling; mediation; referrals and skills development to help clients achieve outcomes. It could also include providing education (such as life skills or budgeting) in line with the case plan. It also includes a review with the client of what has been achieved and an exit plan. Services should be able to demonstrate that they use a system for doing case management (including file notes, templates, policies and case management meetings), monitoring and evaluating the effectiveness of the services being delivered to the child/ren and family.
Supported playgroups	Supported playgroups are an opportunity for parents to share experiences of parenting and learn new parenting skills while being supported by workers who coordinate the activities. They also provide children with an opportunity to socialise play and learn in a structured and positive environment as well as participating in age appropriate learning experiences and activities to help them become school ready. Supported playgroups are facilitated by a professional worker with qualifications or experience in early childhood or in working with families with children.
Indigenous supported playgroups	Supported playgroups are an opportunity for Aboriginal parents or parents of Aboriginal children to share experiences of parenting and learn new parenting skills while being supported by workers who coordinate the activities. They also provide children with an opportunity to socialise play and learn in a structured and positive environment as well as participating in age appropriate learning experiences and activities to help them become school ready. Supported playgroups are facilitated by a professional worker with qualifications or experience in early childhood or in working with families with children.
Indigenous Social participation	This only includes camps for Aboriginal children, young people and families to experience Aboriginal culture, language or traditions.

5. Targeted Earlier Intervention Program - Intensive or specialist support

What does this program activity focus on?

Intensive or specialist support activities focus on:

- providing intensive or specialist support
- meeting the needs of people with high and/or complex needs

Who is the primary client?

The primary client for Intensive or Specialist Support activities is vulnerable children, young people, and families.

What are the key client characteristics?

Children, young people and families accessing intensive or specialist support activities will have known vulnerabilities or be experiencing crisis. People accessing intensive or specialist support may also be supported to access community strengthening activities.

Should support persons be recorded?

People may attend activities who do not meet the definition of a client, such as carers, family members, or young children. While there is no requirement to record support people in the Data Exchange, service providers are encouraged to record support people at the session level, particularly where the support person fits within the TEI Priority Group. Support persons are not counted as clients.

Should unidentified clients be recorded?

These projects generally provide face-to-face support where clients are known to the service, therefore it is expected that only none of your clients should be recorded as unidentified 'group' clients in each reporting period.

Please refer to the Data Exchange Protocols for further guidance on appropriate use of unidentified clients.

How should cases be set up?

Cases act as containers, linking client and session data to location and program activity information. A case captures one or more instances of service (known as sessions) received by a client or group of clients that is expected to lead to a distinct outcome.

Cases set up under this program activity will be client based, rather than activity based.

To protect client privacy, family names or other identifying information should never be recorded in the Case ID field. To easily navigate cases, providers should use other identifying descriptions, such as 'FamilyA24' or 'Family Group 26 (See Section 3.2 of Protocols)

The partnership approach

All TEI providers have been asked to participate in the partnership approach.

As part of the partnership approach, service providers will be able to use the Data Exchange standard approach to record client outcomes known as Standard Client/Community Outcomes Reporting (SCORE) reporting, which is designed to assist in measuring client change linked to service delivery over time (See Protocols, section 7).

The partnership approach also includes the ability to record an extended data set (See Protocols, section 6).

In addition to the minimum requirements outlined below, you are welcome to collect and enter other partnership approach data that you consider appropriate for your project, noting that the information you enter is what will be available to you in reports.

Collecting outcomes data using SCORE

It is expected that, where practical, you collect SCORE outcomes data for all participants. However, it is noted that you should do so within reason and in alignment with ethical requirements.

While generally a client SCORE assessment is recorded twice – towards the beginning of a case (Pre-SCORE) and again towards the end (Post-SCORE), for TEI projects running for over 18 months it is expected that, where practical, you also collect SCORE assessments periodically throughout service delivery.

As a minimum, it is expected that you record SCORE outcomes against the domains relevant for your client, from the list outlined in the table below.

Circumstances	Goals	Satisfaction	Community
All eleven Circumstances outcomes are relevant for this program activity	All six Goals outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	All four Community outcomes are relevant for this program activity

Collecting extended data

All TEI service providers are to participate in the partnership approach by reporting the following extended data:

- Attendance profile
- Client needs and presenting context
- Reasons for seeking assistance
- Referral type
- Referral purpose
- Referral source
- Referrals to other services
- Homeless indicator
- Household composition

You may also record other details if you think it is appropriate for your program and for your clients to do so.

For this program activity, when should each service type be used?

Service Type	Example
Information / Advice / Referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Counselling	This type of intervention is designed to work with families in crisis. It could be delivered by a qualified psychologist, psychiatrist or social worker. The casework delivered needs to be evidence informed and be part of a case plan for the child/ren, young person or family.
Family Capacity Building	Intensive or specialist parenting services, which could include providing an evidence informed parenting program, **one on one** with a family that is designed to help parents improve their relationship with their child, develop parents' skills in responding to children's needs and appropriately addressing challenging behaviours and emotional problems.
Specialist Support	Specialist support is delivered by a suitably qualified worker – in some cases this will involve engaging/employing specialist services for a fee to work with the family more intensively, where these services can't be engaged any other way, or in a timely manner. Services may include drug and/or alcohol services, intellectual and or physical disability services, family mediation, sexual assault support services and problem gambling services.

Version History

December 2016

First publication and release of a program specific guidance document (Appendix B) for all programs in scope for the Data Exchange.

December 2016 –December 2018

For information on Commonwealth government funded programs during this period, please go to the "Program specific guidance for Commonwealth Agencies in the Data Exchange" document.

Two state government pilot programs were run during this period:

- Tasmanian Department of Health and Human Services (DHHS)
- NSW Department of Family and Community Services (FaCS).

Version dated 3 December 2018

This is the first version of the **Program specific guidance for State Agencies in the Data Exchange.**

Following the signing of a Memorandum of Understanding with the NSW State Government in 2018, the following NSW Department of Family and Community Services funded programs are now reporting via the Data Exchange:

- Social Housing:
  - o Public Housing
  - o Private Rental Assistance
- Stayin Kinnected
- Targeted Earlier Intervention Program (TEI):
  - o Community Strengthening stream:
    - Community Connections (service option 1)
    - Community Centres (service option 2)
    - Community Support (service option 3)
  - o Wellbeing and Safety stream:
    - Targeted Support (service option 4)
    - Intensive or Specialist Support (service option 5)

Version dated 31 January 2019

All changes have an effective date of 1 January 2019

Program modified:

- Targeted Earlier Intervention Program (TEI): Added a new service type (Information / Advice / Referral) to all five sub-programs.