Australian Government
Department of Social Services

The Data Exchange

Training Participant’s Guide

NSW FACS - Targeted Earlier Intervention program

Partnership approach and outcomes

February 2019

Contents

Introduction

The purpose of this document is to provide participants attending training on the Data Exchange further information, instructions and activities to increase and reinforce their understanding and knowledge of the Data Exchange.

The following topics will be covered in this participant's guide:

- What is the partnership approach?
- Extended client demographic details
- Client needs and referrals
- SCORE
- Outcomes

Feedback and suggestions on how to improve this participant's guide are valued and can be sent to dssdataexchange.helpdesk@dss.gov.au.

How to use this participant's guide

This document is to be used in conjunction with the Data Exchange Protocols and Appendix B documents. These documents provide further information on the policy behind the Data Exchange along with a listing of the different data items that are required for reporting. Appendix B provides specific information on the program(s) that an organisation delivers and we would recommend this document be bookmarked or the relevant pages printed.

Further training material such as task cards and eLearning modules can be located on the Data Exchange website (http//dss.dex.gov.au) under the Training resources tab. Recorded webinars are located under the Webinar library tab.

Icons used throughout this guide indicate the following:

Facts and/or interesting bits of information on the Data Exchange

A question or activity to complete

An opportunity to discuss either with other participants or within your organisation

Review the resources available for this topic

Pop quiz – time to check your knowledge

Learning objectives

Note down what you would like to get out of today's session:

Where are you at?

1. Select the three (3) data sets that make up the partnership approach?
   a. Extended client demographic details
   b. Priority requirements data
   c. CALD information
   d. Client needs and referral reasons
   e. Client outcomes information using SCORE
   f. Privacy and consent information

2. What are the two (2) Extended client demographic details data items relevant for TEI?
   a. Employment status
   b. Homeless indicator
   c. Income frequency
   d. Is client a carer
   e. Household composition

3. At what level is the Attendance profile data items added in the Data Exchange website portal?
   a. Client level
   b. Case level
   c. Session level
   d. SCORE level

4. True or false. The Service setting reported at the session level is defined as "where the service or session that the client attended took place"?
   a. True
   b. False

5. Select the four (4) components of SCORE
   a. Circumstances
   b. Changed skills
   c. Goals
   d. Satisfaction
   e. Community
   f. Social cohesion

What is the partnership approach?

The partnership approach is an extended dataset of the Data Exchange comprising of:

For the TEI program, all organisations using the Data Exchange are required to participate in the partnership approach and collect this information.

Appendix B – State Agencies has more information on the TEI programs and the partnership approach.

Extended client demographic details

The 'extended client demographics' details are located in the client record. This information can be updated at any time.

Below is a listing of the 'extended client demographic' details. These items can be selected by an organisation if it is relevant to the program that is being delivered. You may also select other items if you think it is appropriate for your client and program.

Tick which items have been identified as relevant for your program:

- Homeless indicator ☐
- Household composition ☐
- Highest level of education / qualification ☐
- Employment status ☐
- Main source of income ☐
- Approximate gross income ☐
- Income frequency ☐
- Month / Year of first arrival in Australia ☐
- Visa type ☐
- Ancestry ☐
- Is client a carer ☐
- NDIS eligibility ☐

Are there any other 'extended client demographic details' items you feel would be relevant for your organisation to collect?

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Check out the [Add a client] task card to find out more information.

Client needs and referral reasons

The 'client needs and referral reasons' details are located in the case and session record. You can update this at any time.

Below is a listing of the 'client needs and referral reasons'. These items can be selected by an organisation if it is relevant to the program that is being delivered.

Tick which items have been identified as relevant for your program:

- Primary / secondary reasons for clients seeking assistance ☐
- Referral type (internal or external) ☐
- Referral purposes ☐
- Service setting ☐
- Attendance profile ☐

Check out the Add a session and Add a case task cards to find out more information.

Notes

Capturing client outcomes using SCORE

Outcomes are reported in the Data Exchange using SCORE. **SCORE** stands for Standard Client Outcomes Reporting.

SCORE supports consistent outcomes measurement through four components:

- **Circumstances** – measures the change of the impact of service on the client over a longer term.
- **Goals** – the progress of a client in achieving specific goals and is often measured over a shorter term.
- **Satisfaction** – measures the client's perception of how the organisation met their needs.
- **Community** – measures changes in the group / community needs rather than at an individual level.

SCORE is comprised of a standard set of outcome domains that quantify the difference programs are making to a client's life.

The table below lists the different components of SCORE and their domains.

CIRCUMSTANCES	GOALS	SATISFACTION	COMMUNITY
▪ Age-appropriate development ▪ Community participation & networks ▪ Education & skills training ▪ Employment ▪ Family functioning ▪ Financial resilience ▪ Housing ▪ Material wellbeing & basic necessities ▪ Mental health, wellbeing & self-care ▪ Personal & family safety ▪ Physical health	▪ Changed behaviours ▪ Changed impact of immediate crisis ▪ Changed knowledge & access to information ▪ Changed skills ▪ Empowerment, choice and control to make own decisions ▪ Engagement with relevant support services	▪ I am better able to deal with issues that I sought help with ▪ I am satisfied with the services I have received ▪ The service listened to me and understood my issues	▪ Community infrastructure and networks ▪ Group / community knowledge, skills, attitudes and behaviours ▪ Organisational knowledge, skills & practices ▪ Social cohesion

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Match the domain to their component of SCORE

Domain	**SCORE component**
Social cohesion	Circumstances
Employment	Goals
Changed skills	Satisfaction
I am satisfied with the services I have received	Community

What is an outcome?

In the Data Exchange, an **outcome** is the change in an individual, family's life or group following the interaction with a funded service. Outcomes can include changes in:

- Attitudes
- Values
- Behaviours
- Conditions.

Outcomes can be intended or unintended and they can be:

Positive **Neutral** **Negative**

Why record outcomes?

Outcomes your clients are achieving are to be reported accurately. This will demonstrate to client agencies and government the complexity of service delivery and the difficult situations some clients face.

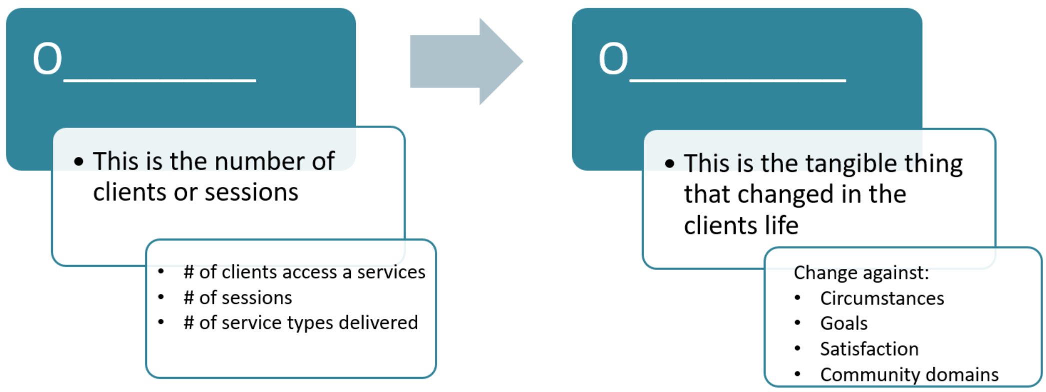
In fact, we realise that clients receiving intensive support can experience neutral or negative outcomes as they come to understand their situation and the changes needed to achieve improvements.

What is the difference between outputs and outcomes?

Outputs are the **activities and participants attending a program**. Outputs are an important part of the story and supports the collection of outcomes data.

Outcomes are about **what changed for clients following access to a program**. This approach allows organisations to report:

- **How much is being done –** in terms of the services and help to clients targeted by the program,
- **How well it's being done** - from the point of view of clients we are helping, and
- That we (organisations, government and clients) are achieving what we expected in resolving the issues clients sought help with, and contributing to positive changes in their situation.

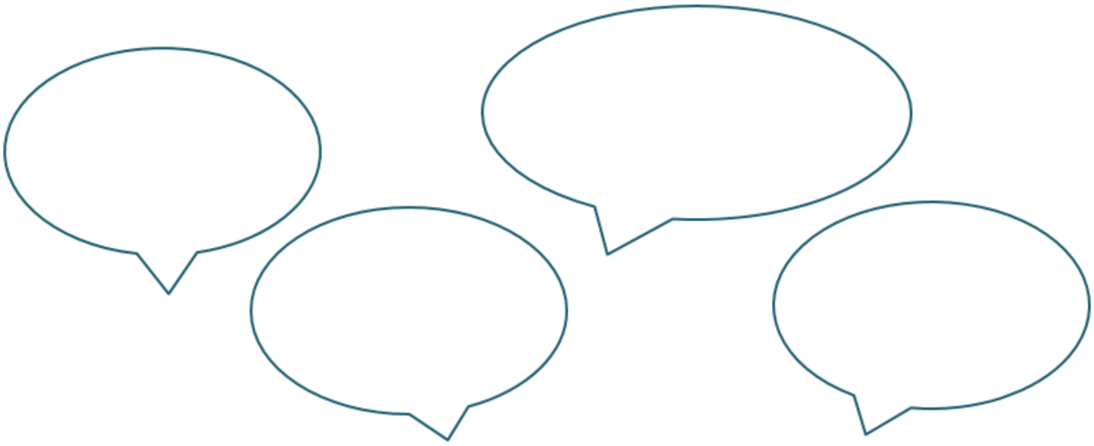


Benefits of measuring outcomes

There are a number of benefits for measuring outcomes for both your clients and your organisation.

Benefits for clients

List some benefits in the bubbles for recording outcomes for clients.



Can you think of any other benefits for your clients?

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Benefits for organisations

List some benefits in the bubbles for recording outcomes for organisations.

Can you think of any other benefits for your organisation?

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How SCORE works

SCORE assessments may be determined in a number of ways, and you may wish to use a combination of these noted below, depending on the service you provide and what would work best for your clients.

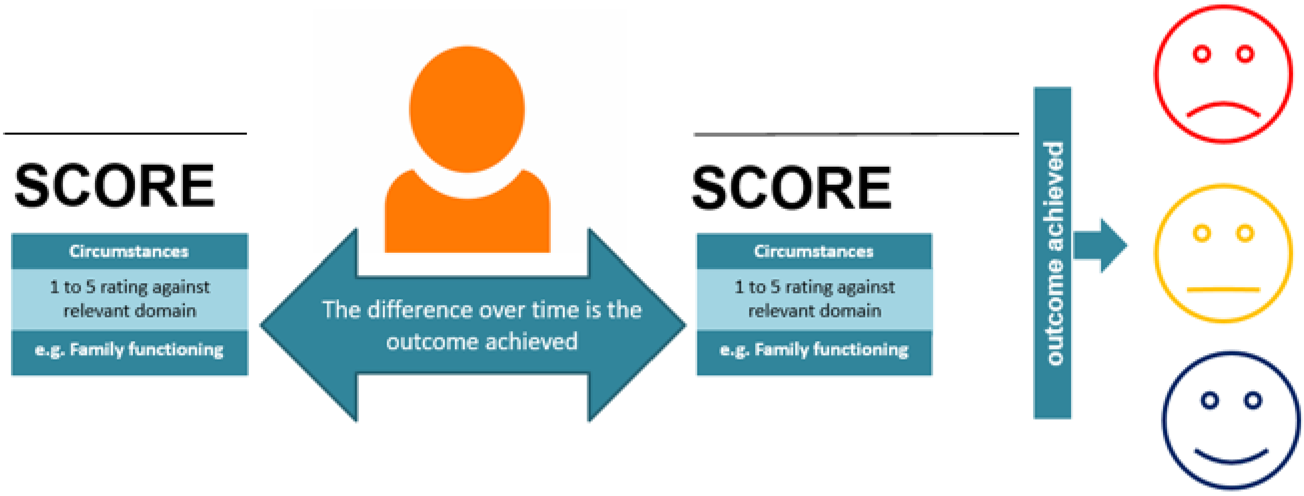
- Evaluation tool
- Directly into SCORE

- Client
- Practitioner
- Join assessment
- Support person

More information recording SCORE from a client's perspective can be found in the [Additional guidance for using SCORE with clients](#).

SCORE is not a clinical evaluation tool. SCORE is a method for recording client outcomes in a consistent way across all program that use the Data Exchange.

Fill in the blanks with the relevant word.



More information on SCORE can be found in the [Add a SCORE assessment](#) task card.

Key points on reports

- Data that you record is the data that you will see
- A session must be recorded within the reporting period
- Reports mirror the access you have in the data exchange
- Check your data regularly
- Client records can be updated at any time
- Session information Can only be update during the relevant reporting period
- Feel free to explore the reports

Available reports

Standard reports – available to all organisations

Organisation overview report

The Organisation overview report provides a one-stop view of an organisation's service delivery over time. You will only see the information that is relevant to your organisation, or organisations with which you have a 'handshake' arrangement.

By using the reporting filters, the report will display information on client types and demographics, outlets, services types, and patterns of service delivery.

Are there any other features of this report you have noticed?

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Organisation data quality report

The Organisation data quality highlights key data quality issues to assist organisations to improve and/or maintain data quality, with a focus on the last 6 months.

It shows how data quality is changing over time and can vary across outlets, helps identify different data reporting practices, and highlights areas where attention may be required (such as poor quality data in client and session records). It also provides detailed listings of client and session records with quality concerns to assist organisations to improve their data.

Are there any other features of this report you have noticed?

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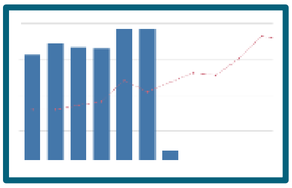
Partnership approach – available to participating organisations

Service footprint report

The Service footprint report demonstrates outputs by outlet and region, to allow organisations to see where clients live, compared to where services are being delivered, or where staff are travelling to deliver them. The mapping functionality includes the ability to zoom in or out of statistical area (SA) levels. Report filters allow data to be displayed by reporting period, program activity and/or outlet.

Are there any other features of this report you have noticed?

Resource planning report



The Resource planning report shows the intensity of services delivered in the one financial year compared to the previous year, providing an opportunity to identify trends and patterns, which in turn can facilitate effective resource planning for organisations.

Are there any other features of this report you have noticed?

Client outcomes report

The Client outcomes report demonstrates the Standard Client Outcomes Reporting (SCORE) assessments being reported by organisations. It shows the average shift between the earliest and latest SCORE assessments, and how client outcomes fluctuate over time, between program activities and across outlets.

Are there any other features of this report you have noticed?

Community profiles report

This report combines a number of publically available population-level datasets to show a picture of the community you select based on location. Data sets are displayed based on themes that match the Data Exchange outcomes framework (SCORE). Note there is no Data Exchange data reported by organisations within this report.

*There are two editions of this report:

- 1st edition contains **2011** census data and other data sources current at the time of publication
- This 2nd edition contains **2016** census data and other data sources current at the time of publication.

Are there any other features of this report you have noticed?

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Notes

How did you go?

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