Targeted Earlier Intervention Program Outcomes Framework

November 2019

NSW GOVERNMENT

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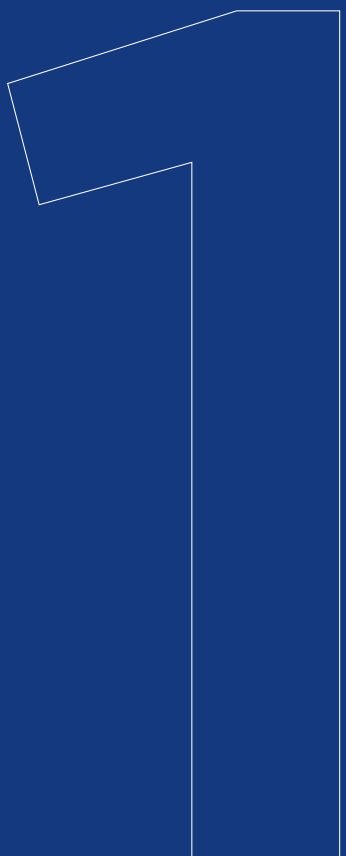
Glossary of Key Terms

Term	Definition
Activities	The actions taken to respond to an identified social issue or need. i.e. the programs, interventions or services provided within the TEI program.
Attribution	Identification of the source or cause of something.
Contribution	Identification of a number of sources which contribute to a change.
Domains	Articulate broad areas for action aligned with achieving the vision of the NSW Government.
Early intervention services	Services that support vulnerable children, young people, families and their communities early in life and early in need to improve outcomes.
Evaluation	A rigorous, systematic and objective process to assess the effectiveness, efficiency, appropriateness and sustainability of programs.
Evidence-informed practice	A decision-making process involving three major sources of 'evidence', evidence-based programs, evidence-based processes, and client and professional values and beliefs.
Indicators	Measurable markers that show whether progress is being made on a certain condition or circumstance. Measures that can be used to measure outputs and outcomes. These include 'program level' indicators used by a service to collect outcome data directly from clients, and 'population level' indicators that exist in routinely collected national datasets for longer term evaluation.
Inputs	The resources required to deliver an activity. e.g. money, staff, time, facilities and equipment.
Monitoring	A process to periodically report against planned targets (key performance indicators). Tracks adherence to accountability requirements or uses quantitative indicators to routinely measure progress.
Need	A quality or factor that is wanted by a client. Markers of need are risk factors and protective factors for vulnerability.
Outcomes	The changes that occur for individuals, groups, families, or communities during or after an activity. Changes can include attitudes, values, or behaviours.
Outputs	The direct and measurable products of an intervention's activities and services, often expressed in terms of volume or units delivered. e.g. what happens due to a program or activity (e.g. number of groups run and numbers attended, number of years of caseworker follow-up).

Term	Definition
Program logic	A management tool that presents the logic of a program in a diagram or chart (with related descriptions). The program logic illustrates the logical linkage between the identified need or issue that a program is seeking to address, its intended activities and processes, their outputs, and the intended program outcomes.
Program activity	The Targeted Earlier Intervention program comprises five program activities 1. Develop community connections.2. Provide a community centre. 3. Provide community support. 4. Provide targeted support. 5. Provider intensive or specialist support.
Program stream	The Targeted Earlier Intervention program comprises two program streams 1.Community Strengthening stream. 2.Wellbeing and Safety Stream. The program activities sit under this umbrella.
Protective factors	Attributes or conditions that can occur at individual, family, community or wider societal level and which moderate risk or adversity and promote healthy development and child and family wellbeing.
Qualitative methods	Qualitative methods include focus groups, in-depth interviews or questionnaires administered to program staff, participants or other stakeholders. Qualitative data is essential for contextualising outcomes and is useful in providing a narrative around the quantitative data
Quantitative methods	Quantitative methods emphasise objective measurements and the statistical, mathematical, or numerical analysis of data collected through polls, questionnaires, and surveys, or by manipulating pre-existing statistical data using computational techniques
Record	Information may be recorded at any time in the Department of Social Services Data Exchange platform, this may be daily, weekly, monthly or in bulk.
Report	Data which will made available to the Department for performance monitoring purposes primarily through the Department of Social Services Data Exchange platform. This will be required every six months.
Risk factors	The measurable and dynamic circumstances, conditions or events that increase the probability that a family will have poor outcomes in the future. Our knowledge of risk factors affecting families is often fluid and evolves over time.
Service Types	The flexible activities service providers undertake based on their program activity.
Validated instruments	Recognised by the academic research community as a valid way to 'measure what it is supposed to measure'. e.g. a valid measure of client health and wellbeing. Validity is established through academic peer reviews of the instrument.
Vulnerability	Describes members of a community who lack access to fundamental material and social resources (e.g. adequate housing, health care and employment) and/or are socially excluded (i.e. those who cannot participate in certain activities of the community due to reasons beyond their control).

Targeted Earlier Intervention (TEI) Outcomes Framework



1.1 Introduction

Since the TEI Outcomes Framework was first released in July 2018, the Department of Social Services (DSS) Data Exchange platform was established as the primary data reporting platform for the Targeted Earlier Intervention program. The TEI outcomes framework has been updated to incorporate the Data Exchange and, based on sector feedback, this version aims to:

- be user friendly
- describe the role of the Human Services Outcomes Framework in the outcomes framework and map the TEI client outcomes to the Data Exchange
- make a clearer connection between the TEI program logic and how it relates to the Data Exchange.

This is intended to be a living document and will be reviewed annually. Refer to the TEI website for the current version.

1.2 Purpose

The TEI outcomes framework outlines how we will work together to:

- measure the effectiveness of the TEI program to support children, young people families and communities to achieve improved outcomes
- continuously improve the quality of service delivery
- work from an evidence informed platform and build the evidence base for what works.

The TEI client and system outcomes have been designed to provide:

- understanding of contribution to outcomes
- opportunities for greater innovation
- better collaboration.

1.3 How to use this framework

The intention of this framework is to support TEI service providers to:

- ensure TEI services align with the long term TEI program client outcomes as mapped across the domains of the Human Services Outcomes Framework
- understand what short term outcome indicators relevant to your program outcomes are collected through the Data Exchange
- understand what minimum dataset needs to be reported through the Data Exchange based on Program Stream
- develop or refine continuous improvement practices.

1.4 A maturity continuum

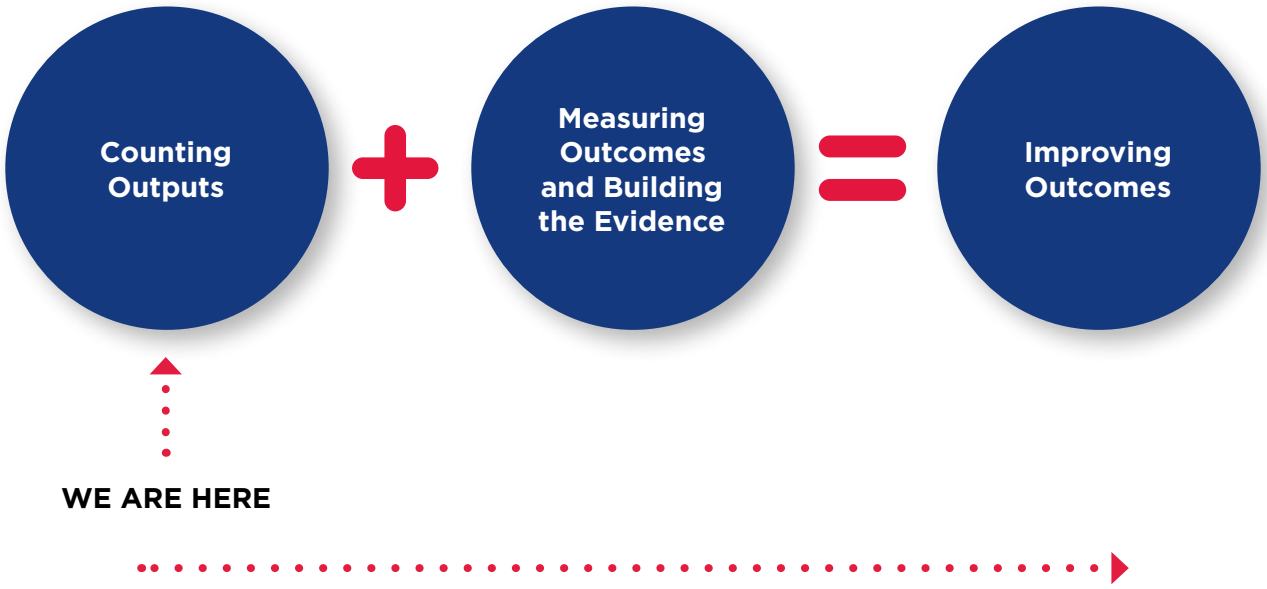
This framework represents the next step on our journey to build the evidence base of what works to achieve optimum outcomes for our clients and communities.

The Department of Communities and Justice (DCJ) recognises that services funded under the TEI program sit within a diverse and complex human services system.

TEI services **contribute** to TEI program level outcomes for the families and communities they serve, but the effort will often be a **collective** one, and difficult for any service to measure alone.

Ultimately, over time we will be able to see the contribution these services make to breaking intergenerational cycles of vulnerability and disadvantage.

This outcomes framework provides us with the foundation to demonstrate the contribution your work makes to improving outcomes for children, young people, families and communities in New South Wales (NSW). Although reporting will primarily be through the Data Exchange, service providers are encouraged to collect information in regards to outcomes in numerous ways to support their own continuous improvement. This may include qualitative and survey data. Similarly the Department will at times need to collect information outside of the Data Exchange to measure system outcomes.



1.5 Implementing the Targeted Earlier Intervention outcomes framework

The diagram (Figure 1) describes each step service providers will need to work through to start collecting information on outcomes with the ultimate aim of building the evidence-base and improving outcomes for children, young people, families and communities.

STEP 1
Develop program logic

- Develop your program logic based on the TEI funded services you provide - see the TEI Program Logic template for detailed instructions
- At a minimum this includes clearly describing service activities and describing the outcomes you are aiming to achieve. Outcomes may be linked to a service as a whole, a collection of service types or specific activities within each. It depends on what works and makes sense to your service.

STEP 2
Map outcomes to the relevant HSOF domains

- Refer to Table 1 in this outcomes framework to map your client outcomes to the longer term TEI program client outcomes which align with the NSW Human Services Outcomes Framework.
- You do not have to have outcomes in each of the domains. For example, service providers in the community strengthening program stream may be more likely to find they are working towards the social and community and empowerment TEI client outcomes. Whereas service providers in the safety and wellbeing program stream may be more likely to find they are working towards the home, safety and health TEI client outcomes.

STEP 3
Choose relevant short term indicators

- Choose the relevant short term indicators which can then be reported through the Data Exchange. Refer to the Data Exchange protocols and the data collection and reporting guide for specific information on each indicator or validated instrument.
- You can choose to collect directly through SCORE, OR by using a validated instrument that has been translated into SCORE OR your own tool/ other validated instrument that has not been translated for SCORE, in which case you will need to use the generic translation template in the Data Exchange SCORE Translation Matrix.

STEP 4
Report the relevant minimum data set

- Review the high level overview of the TEI minimum dataset to be reported in the Data Exchange according to program stream (Tables 3 and 4). Refer to the Data Exchange protocols and the data collection and reporting guide for detailed examples relevant to each program activity.

Figure 1: Implementing the TEI outcomes framework

TEI outcomes

The TEI program outcomes framework has been developed to align with the NSW Human Services Outcomes Framework Figure 2.

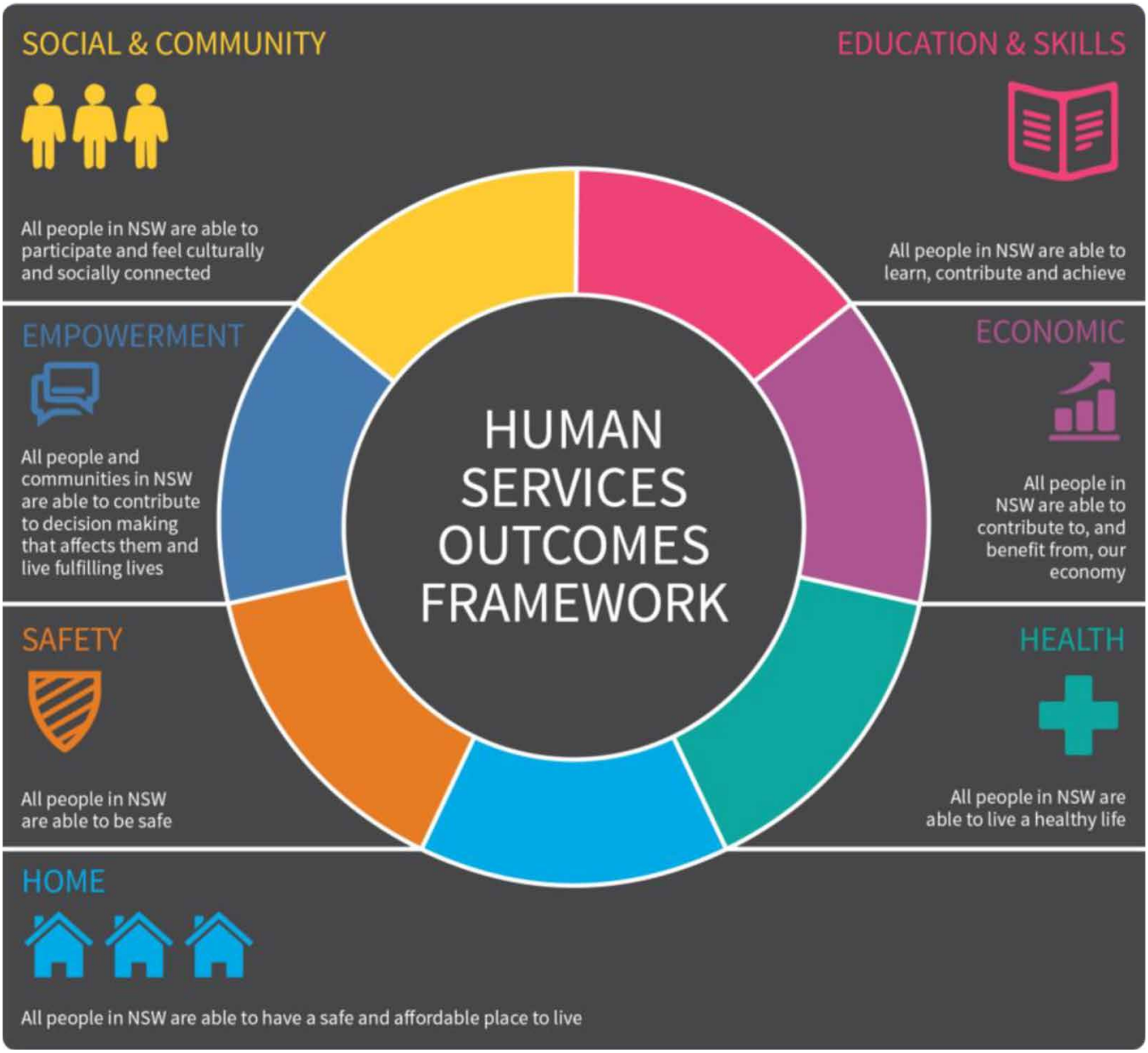


Figure 2: Human Services Outcomes Framework

2.1 Human Services outcomes framework

The Human Services Outcome Framework was developed by DCJ, formerly the Department of Family Community and Services (FACS). It was adopted and progressed by the Social Innovation Council in early 2016, allowing agencies to better focus activities towards achieving client outcomes. Focusing on outcomes across seven domains (safety, home, economic, health, education and skills, social and community, and empowerment), it provides a mechanism for monitoring and reporting progress on the outcomes of clients participating in government, and non-government, programs across NSW.

The Human Services Outcome Framework also provides a way to understand and measure the extent to which DCJ makes a long-term positive difference to people's lives.

The TEI program outcomes framework is designed to enable monitoring and reporting outcomes over time, for all TEI program activity (see TEI program specification for more information about TEI program activities), across the seven domains of the Human Services Outcomes Framework. The framework will also ensure a better understanding of how the TEI program seeks to improve outcomes for Aboriginal families and communities.

2.2 TEI program client outcomes

The TEI program client outcomes (Table 1 and Figure 4) are aligned to the Human Services Outcomes Framework. The TEI program client outcomes articulate what the TEI Program as a whole aims to achieve for children, young people, families and communities in New South Wales.

Service providers should aim to work towards one or more of these long term outcomes, with the understanding that each associated program activity and service type contribute to these outcomes.

To measure how each service provider is working towards these long term outcomes, client information will be recorded systematically through the Data Exchange. Specifically, short-term client outcome data will be collected through Standard Client/ Community Outcomes Reporting (SCORE) Framework. To support the standardised collection of outcomes, SCORE domains and related validated outcome measurement tools have been aligned with the overarching TEI client outcomes (Table 1).

2.3 TEI service system outcomes

Improving the wellbeing of children, young people and families at a population level requires flexible and responsive systems that are equipped to respond effectively and early to emerging issues and challenges[1].

The service system outcomes (Table 2) describe the changes we aim to reach as a sector to help us achieve our client outcomes. The sector includes service providers, peak agencies and government. The indicators will be developed with input from the Sector over the next twelve months, some examples are included in the Table.

This framework is at the heart of the TEI reforms

Addressing vulnerability takes a multi-pronged approach

TEI services form a part of the whole picture

[1] Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. 2015. Better Systems, Better Chances: A Review of Research and Practice for Prevention and Early Intervention. Canberra: Australian Research Alliance for Children and Youth)

TEI program client outcomes

NSW Human Services Outcomes Framework (People Domains)	Social and Community	Empowerment	Education and Skills	Economic	Safety	Health	Home
TEI program client outcomes	• Increased participation in community events • Increased sense of belonging to their community	• Increased client reported self-determination	• Increased school attendance and achievement	• Sustained participation in employment	• Reduced risk of entry into the child protection system	• Improved health of children and young people • Improved parental health	• Sustained safe and stable housing
TEI program client outcome descriptions	• People are supported to feel a part of the community and that they are making a contribution. For example, by participating in community events, parenting groups, and Aboriginal enterprises.	• People are supported to exercise control over decisions that affect their lives. For example, through advocacy, supported referrals to relevant services or personalised training support.	• Children and young people are supported to attend and engage in school. • People are supported to participate in education and develop skills. For example, through mentoring or advocacy support as well as material aid and specialist support.	• People are supported to have their basic needs met. For example, through attending education and training sessions or referral to employment agencies.	• Families and communities are supported to keep children safe. For example, through community level educational events or specific targeted supports such as drug and alcohol counselling and parenting programs.	• People are supported to access and receive the health services they need. For example, through referral to health services, participation in parenting programs.	• People are supported to find or stay in safe and stable housing. • People are supported to have close and healthy relationships with immediate family members. For example, through activities such as supported playgroups, parenting programs and family capacity building.
Your contribution to the TEI program client outcomes will be reported across the seven domains of the Human Services Outcomes Framework using the relevant* short term indictors below.							
Short term indicators from DSS Data Exchange — **SCORE goal domains**	SCORE goals sit across all Human Services Outcomes Framework domains						
SCORE circumstance domains	• Community participation & networks		• Age-appropriate development • Education & skills training	• Financial resilience • Material well-being and basic necessities • Employment	• Personal and family safety	• Physical health • Mental health, wellbeing, and self-care	• Family functioning • Housing
SCORE community domains	• Group/community, knowledge, skills attitudes behaviours • Organisational, knowledge, skills and practices • Community infrastructure and networks • Social cohesion						
Available validated instruments**	• Personal wellbeing index Q6	• Parental empowerment and efficacy measure		• Personal wellbeing Index Q1	• Child neglect index • Personal wellbeing Index Q5	• Carers star • Edinburgh postnatal de-pression scale • Growth and empowerment measure • Kessler Psy-chological Distress Scale (K10) • Outcome rating scale • Personal Well-being index Q2 • Strengths and difficulties questionnaire	

* Relevant being short term indicators that support the measurement of the client outcomes expected through your service delivery of TEI program activities. You only need to measure one client outcome and one client goal for more than 50 per cent of clients per service type.

** These validated instruments have been translated into the SCORE matrix for ease of reporting, however you are also able to use other validated instruments not listed or even your own or use the SCORE domain rating scale directly to collect and report outcomes. See page 17-20 of the Data Exchange SCORE translation matrix for detailed instructions

Table 1: TEI program client outcomes

TEI Service System outcomes

TEI Service System outcome domains	Strengths Based Approach	Responsive	Accessible	Capable	Collaborative	Person Centred	Evidence informed
TEI system outcomes	Services designed and delivered by community for community	Flexible and responsive support services	Culturally safe services	Meaningful client and community engagement by skilled staff	Clear pathways and enduring partnerships	Be child, young person and family centred, and support clients to build their capacity for change	Learning from programs, innovative pilots, literature and evaluation to shape future design and practice
TEI system outcome description	• Aboriginal community led design and for Aboriginal communities • Recognise the significance of culture and identity in safety for Aboriginal children and young people in their family and broader communities	• Flexible system and services which actively engage with vulnerable children, families and communities, working with them to provide the services they need, which may involve coordinating service provision across sectors • Risk factors that may lead to child abuse, neglect, and domestic and family violence are addressed early • Families, children and young people's needs are met early to prevent the escalation of vulnerability	• TEI services are competent, respectful and skilled in working with people and groups who may be marginalised in their communities, including Aboriginal people, people who are culturally and linguistically diverse, have a disability, and/or people who identify as gay, lesbian, bisexual, transgender, queer, questioning or intersex. • Aboriginal children, young people, families and communities have access to timely, effective, accessible and culturally safe support and services. • Families are able to access help and support early in the lives of their children and young people	• Build social capital within communities • Skilled and qualified staff	• Use a child wellbeing lens for holistic action • TEI services will continuously improve supported (or "warm") referrals, connections and sector capacity building within the local community and service system. This includes participating and engaging in local interagency groups or TEI governance committees (responsibility for coordination and facilitation of such groups would be contracted specifically under program activity 1).	• Use a strengths based approach to design and implementation • Recognise the impact of trauma, and develop and implement trauma informed policies and practices • Be flexible and reflect that families' needs are not static which may result in families transitioning in and out of hardship and disadvantage.	• Employ a life course approach, using natural development phases and transition points as 'triggers' for service delivery (for example becoming pregnant, first 1,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school)
Example system indicators to be further developed with the sector	• Number of services designed by Aboriginal communities • Number of services delivered by Aboriginal service providers	• To be developed	• Number of service providers who have attended cultural competency training • Number of service providers with a plan for implementing changes that support a culturally safe workplace.	• Number of service providers with adequately qualified staff (as per contractual agreements)	• Number of service providers engaged in local interagency groups or TEI governance committees	• Number of services providers who have attended trauma informed practice training • Number of providers who have a plan for implementing trauma informed practices within their organisation.	• Number of services with initial program logic developed

Table 2: TEI Program service system outcomes

2.4 TEI program logic

The TEI program logic (Figure 3) connects the current situation with the evidence, activities (in this case called program activities) and the high level client outcomes that the program aims to achieve in the long term.

Service providers are required to develop their own program logics linking service activities to program specific client and community outcomes. Service provider outcomes will contribute to the overarching client outcomes articulated in the TEI program logic.

2.5 Linking the program logic to the Data Exchange

Refer to Table 1 to match service provider level outcomes with the related outcome measures in the Data Exchange. For example, if you are working with families seeking support for behavioural issues for young children, you would refer to the Human Services Outcomes Framework and note that depending on your program activity, the home, health and empowerment domains may be relevant. You can then investigate which short-term indicators outlined in Table 1 would best support the measurement of your expected outcomes. Once you have decided which SCORE domain is relevant you need to decide how you will measure it, how the information will be collected and then translated into the Data Exchange, this process has been outlined in Figure 3.

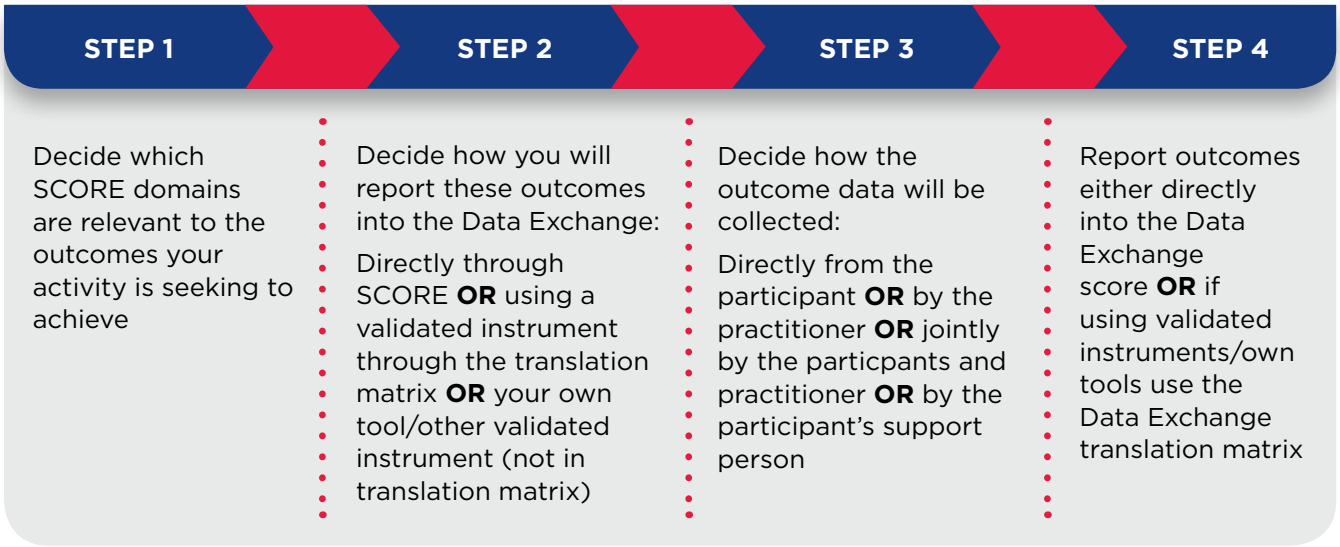


Figure 3: Measuring outcomes process

Current Situation

- The number of children reported at risk of significant harm continues to grow (NSW Government, 2016).
- Aboriginal people are overrepresented across all of our service streams and a significant number of Aboriginal people are multi-service clients. Evidence suggests if we continue along our current path, life outcomes for Aboriginal people will continue to worsen (Aboriginal Outcomes Strategy, 2018)
- We are achieving positive outcomes through current TEI services, but more people could be helped earlier.
- In the past, rigid program and funding structures have limited the ability of services to be responsive to local need.
- A lack of evidence contributes to the variability of services and limits the ability of DCJ to commission evidence-informed services (FACS, 2016).

Evidence

Early Intervention

Effective prevention and early intervention is the most promising strategy for improving children's life outcomes. There is clear evidence that improving the wellbeing of families and communities can improve children's life chances This requires flexible and responsive systems that can respond early and effectively to issues and challenges.
(Better Systems, Better Chances, ARACY 2015)

Community Strengthening

Community development has positive outcomes for children, young people and families, this includes increasing:

- parenting skills
- parental confidence
- self-awareness and confidence
- visits to health professionals and other services
- knowledge and understanding of money management
- employment
- re-engagement with education.

Community Development has also been shown to decrease:

- injury and suicide rates
- low literacy levels
- alcohol-related hospitalisation
- crime rates

(Snijder, 2017)

Safety and wellbeing of children , young people and families

Extensive research into the effectiveness of a variety of early care and education programs has identified five key characteristics that are linked to positive outcomes.

These 5 key characteristics include:

1. build caregiver skills
2. match interventions to sources of significant stress i.e. financial burden, mental health issues of parent, child with special needs
3. support the health and nutrition of children and mothers before, during and after pregnancy
4. improve the quality of the broader caregiving environment
5. establish clear goals and targeted curricula

(Center on the Developing Child at Harvard University, 2016)

Program Streams

Community Strengthening stream

- Program activity 1: develop community connections
- Program activity 2: provide a community centre
- Program activity 3: provide community support

Safety and Wellbeing stream

- Program activity 4: provide targeted support
- Program activity 5: provide intensive or specialist support

Mechanisms of Change

- Developing community connections will build social capital and local networks. This will promote tolerance and understanding which will create stronger communities.
- Providing a community centre will provide a place for people to meet, interact and volunteer. It will also provide a soft entry point with supported referrals for people who need more targeted intensive support.
- Providing community support will increase the knowledge, skills, experience, confidence and wellbeing of community members to support their goals.
- Providing targeted support will ensure that the needs of people with known vulnerabilities are met and their outcomes improved (such as domestic and family violence, mental health needs, drug and alcohol needs, and social and economic disadvantage).
- Providing intensive and specialist support will ensure the needs of people with high and/or complex needs are met and their outcomes are improved.

TEI Client Outcomes

Social & Community:
Increased participation in community events
Increased sense of belonging in the community

Empowerment:
Increased self-determination

Education & Skills:
Increased school attendance and achievement

Economic:
Sustained participation in employment

Safety:
Reduced risk of entry into the child protection system

Health (physical & mental):
Improved health of children and young people
Improved parent health

Home:
Sustained safe and stable housing

References

- Aboriginal Outcomes Strategy 2017-2021, Department of Family and Community Services
- Center on the Developing Child at Harvard University 2016. From Best Practices to Breakthrough Impacts: A Science-Based Approach to Building a More Promising Future for Young Children and Families. http://www.developingchild.harvard.edu
- Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. 2015. Better Systems, Better Chances: A Review of Research and Practice for Prevention and Early Intervention. Canberra: Australian Research Alliance for Children and Youth)
- FACS, 2016. 'Targeted Earlier Intervention Program Reform: Reform directions – local and client centred, Sydney NSW.
- Snijder, M. 2017. 'Maldahnalanga: Integrating rigorous research and community participation in Aboriginal community-based research', PhD thesis, NDARC. University of New South Wales, Sydney NSW.
- NSW Government. 2016 Independent Review of Out of Home Care in New South Wales, Sydney NSW

Figure 4: TEI program logic

TEI performance monitoring

3.1 TEI Performance Monitoring

The monitoring of performance is important as it enables service providers and stakeholders to monitor activities (and their associated inputs and outputs) that are delivered as part of the TEI program, and understand whether they are having a positive effect on clients' lives in the months following participation (short-term client outcomes). Understanding these elements of a program is essential for quality improvement as it assists all stakeholders in demonstrating what interventions are most effective, where innovation is required and what support is required to change practices.

All TEI service providers are required to collect and report the TEI minimum data set through the Data Exchange in accordance with The Data Exchange Protocols and Appendix B: Program specific guidance for State Agencies in the Data Exchange. All TEI services must participate in the Data Exchange "partnership" approach, which includes reporting and recording of client and community outcomes achieved for TEI activities/services through standard client/community outcomes reporting (SCORE).

3.2 TEI Minimum Data Set

Tables 3 and 4 outlines all performance data required to be collected as part of the TEI minimum dataset according to program stream, including:

- Client demographics
- Client need - partnership approach
- Service delivery information
- Client satisfaction - SCORE
- Client and community outcomes - SCORE.

Please note: Client demographics and client need only need to be collected in the community strengthening stream when known and relevant.

Refer to the data collection and reporting guide for a detailed mapping of the Data Exchange client and community outcomes to the TEI client outcomes. Service providers are encouraged to collectinformation outside of the Data Exchange minimum data set to support continuous quality improvement. However, this information will not be required for reporting to DCJ.

TEI Minimum Data Set

Community Strengthening Stream				
Only required when clients are known and this information is relevant				
Client Demographics	**Client Need**	**Service Delivery Information**	**Client Satisfaction**	**Client or Community Outcomes**
• Client ID • Given name • Family name • Pseudonym used • Date of birth • Estimated DOB • Gender • Residential address • Indigenous status • Cultural and linguistic diversity • Disability, impairment or condition indicator – as identified by client • Consent to store personal information in the Data Exchange • Consent to participate in research, surveys and evaluation	• Homelessness indicator • Household composition • Reasons for seeking assistance • Referral source • Referral type • Referral purpose	***What are you doing?*** Case level: • Case ID: activity based • Program activity ***Where are you doing it?*** • Outlet ***How many participants?*** • Unidentified group count • Attach clients ***What is the dosage?*** Session level: • Session ID • Session date • Unidentified group count • Client attendance • Service type	***Report at least 10% of clients in SCORE client satisfaction per reporting period*** • The service listened to me and understood my issues • I am satisfied with the services I have received • I am better able to deal with issues that I sought help with	***Report*** ***For individuals:*** One or more SCORE Circumstance domains for at least 50% of clients per reporting period **AND** One or more SCORE Goal domains for at least 50% of clients per reporting period **OR** ***For unidentified groups:*** One or more SCORE Community domains for majority of community or group activities per reporting period Refer to SCORE outcomes domains for specific indicators

Table 3: TEI Minimum Dataset by Community Strengthening Stream

TEI Minimum Data Set

Safety and Wellbeing Stream				
Client Demographics	**Client Need**	**Service Delivery Information**	**Client Satisfaction**	**Client or Community Outcomes**
• Client ID • Given name • Family name • Pseudonym used • Date of birth • Estimated DOB • Gender • Residential address • Indigenous status • Cultural and linguistic diversity • Disability, impairment or condition indicator – as identified by client • Consent to store personal information in the Data Exchange • Consent to participate in research, surveys and evaluation	• Homelessness indicator • Household composition • Reasons for seeking assistance • Referral source • Referral type • Referral purpose	***What are you doing?*** Case level: • Case ID: activity based • Program activity ***Where are you doing it?*** • Outlet ***How many participants?*** • Attach clients ***What is the dosage?*** Session level: • Session ID • Session date • Client attendance • Service type	***Report at least 10% of clients in SCORE client satisfaction per reporting period*** • The service listened to me and understood my issues • I am satisfied with the services I have received • I am better able to deal with issues that I sought help with	***Report*** One or more SCORE Circumstance domains for at least 50% of clients per reporting period **AND** One or more SCORE Goal domains for at least 50% of clients per reporting period Refer to SCORE outcomes domains for specific indicators

Table 4: TEI Minimum Dataset by Safety and Wellbeing Stream

Continuous improvement cycle

4.1 Continuous Improvement

The key elements of continuous improvement are described as planning, doing, checking and acting, with the acting stage feeding continuously into improved planning to achieve client needs and produce positive outcomes (Figure 5). Application of this continuous cycle will result in a system that is constantly being improved so that client needs are continuously addressed and met.

Analysing program activity data and client outcome data and actively feeding it back to providers allows them to continuously learn, innovate and improve their delivery of services to clients.

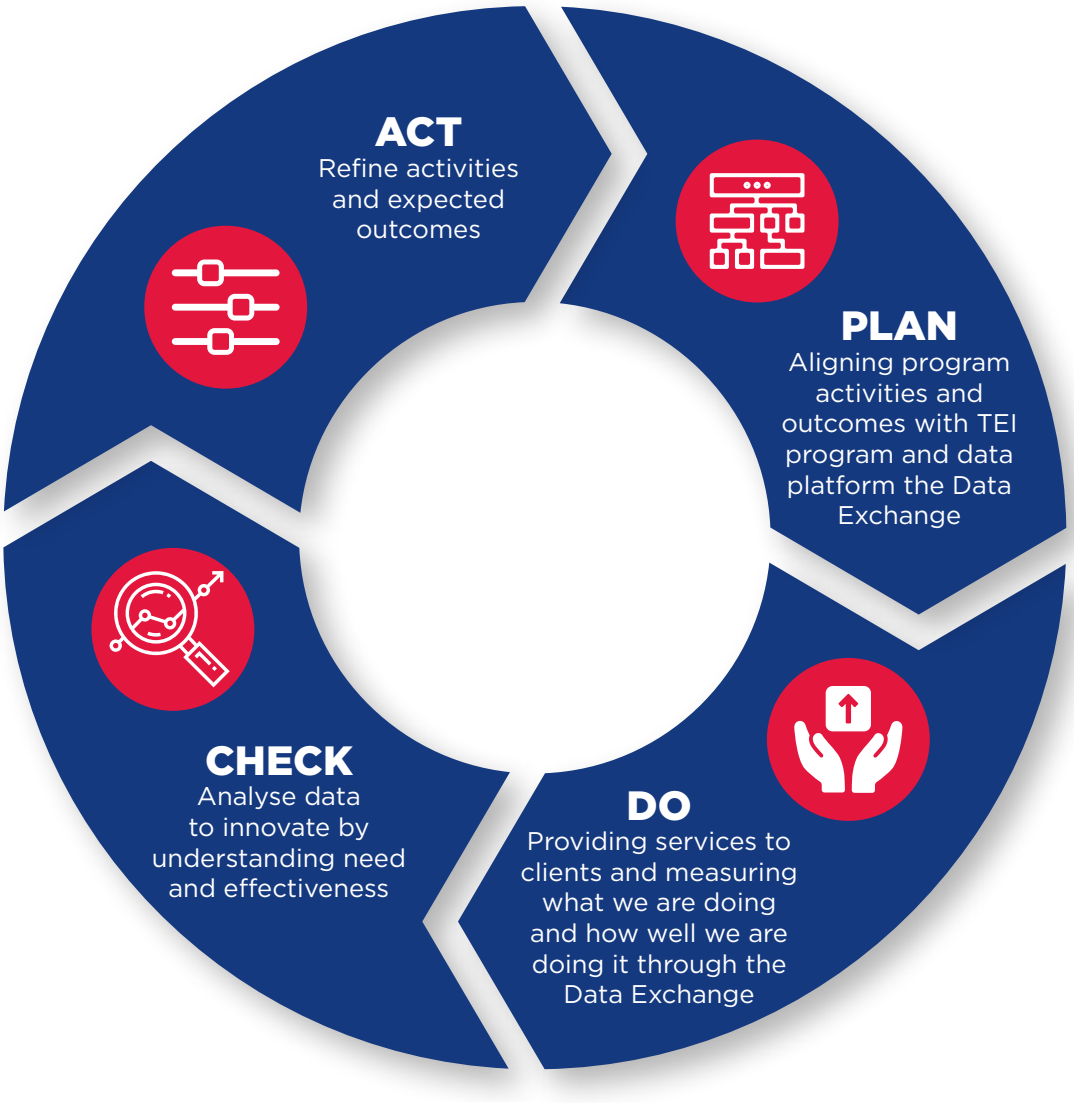


Figure 5: TEI continuous improvement cycle

This framework has been designed to support the implementation of evidence-informed practice and a continuous improvement cycle. Adopting the Data Exchange will support this process by standardising the measurement of program activities and client outcomes.

This will assist service providers and government to demonstrate what interventions are most effective, where innovation is required to build or refine the evidence base, and what support is required to change practices and culture. Consistent with the continuous improvement cycle, this outcomes framework will be tested and refined over time. Please refer to our website for the most current version of the TEI outcomes framework.

4.2 TEI program evaluation

The implementation of this framework using the Data Exchange will over time enable DCJ to evaluate whether the TEI program is meeting its objectives. For the moment the focus is on supporting the collection of high quality data and refining the activities and expected client and community outcomes.

We will keep you informed in regards to the timing of an evaluation, what methods we will use, and how service providers will be involved.

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