What is Community SCORE and how do I use it for the TEI program?

This document provides guidance on how to collect and report Community SCOREs for groups of unidentified clients in the Data Exchange.

Please also see:

- TEI Outcomes Matrix: is a template you can use to document the outcomes you want to achieve and how you will measure them.
- E-learning modules: Measuring outcomes in the TEI program: teach how to measure and report outcomes in the Data Exchange.
- Data Exchange Protocols

For information about how to use SCORE for individual clients please see: What is SCORE and how do I use it for individual clients in the TEI Program?

What is Community SCORE?

SCORE stands for 'Standard Client/Community Outcomes Reporting'. It is an outcomes reporting tool.

Community SCORE enables us to report outcomes for groups or communities. There are four Community SCORE domains we can use to report these outcomes:

Group/community knowledge, skills, attitudes and behaviours	Report changes in the knowledge, skills, attitudes and/or behaviours of a group of people.
Organisational knowledge, skills and practices	Report changes in the knowledge, skills or practices of other funded organisations. To report if those organisations are better able to meet the needs of their clients/communities.
Community infrastructure and networks	Report changes in community infrastructure and networks (e.g. relationships between organisations). To report if those organisations are better able to meet the needs of their clients/communities.
Social cohesion	Report changes in social cohesion and community connectedness with the group/community.

Community SCORE uses a 5-point rating scale to report changes in these outcomes. You can conduct a survey or observe your group of clients to see where they sit on this five-point scale under the Community SCORE domains.

1 – No change	2 – Limited change with emerging engagement	3 – Limited change with moderate engagement	4 – Moderate change	5 – Significant change

When should I use Community SCORE?

In the TEI program, Community SCORE should be used:

- when it is not possible or practical to record SCOREs for individual clients (e.g. one-off event, drop-in centre).
- when it is not relevant to record SCOREs for individual clients (e.g. interagency meeting).

How do I collect and report Community SCORE?

You can report Community SCORE in two different ways:

Method 1: Report one Community SCORE

- Example A: Practitioner assessment at a small community event
- Example B: Practitioner at a large-scale community event
- Example C: Short survey for an information session
- Example D: Short survey for a drop-in centre
- Method 1: Community outcome statements

Method 2: Report Initial and follow up SCOREs across multiple sessions

- Example A: Using a survey tool for interagency meetings
- Example B: Using a survey tool for a sector development workshop
- Method 2: Community outcome statements

We encourage you to collect and report Community SCORE in a way that best suits your service delivery context.

Method 1: Report one Community SCORE

You can report one Community SCORE for a one-off session. For example:

- community events
- information nights or forums
- a one-off class or workshop

You can also use this method to report SCOREs across multiple sessions when a different group of clients attend:

- drop-in centre
- breakfast club
- weekly classes where different people might attend each week

This method can be used when it's not possible to record individual clients and when the clients who do attend, may not be the same each time.

Step 1. Identify your Community SCORE domain(s)

Think about the outcomes you are trying to achieve. What is the purpose of your activity?

Pick the Community SCORE domain(s) that is most relevant to your activity and client group:

- Group/community knowledge, skills, attitudes and behaviours
- Organisational knowledge, skills and practices
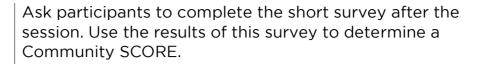- Community infrastructure and networks
- Social cohesion

You can pick as few or as many domains as you like. Just make sure they're relevant to your activity.

Step 2. Identify a tool to measure community outcomes and decide how to make the assessment

For this method, we only need to record Community SCORE once. You can:

Conduct a practitioner assessment	Practitioners/workers can conduct a practitioner assessment. Observe the group throughout the session and use your professional judgement to determine what changes occurred in the group. Identify where the group sits on the 5-point rating scale for your chosen domains.
Use a survey tool	You can develop a short survey to measure community outcomes. You must ensure the tool is a suitable and accurate measure that can be interpreted consistently.

Ask participants to complete the short survey after the session. Use the results of this survey to determine a Community SCORE.

Step 3. Record the outcomes in the Data Exchange

Record the SCORE assessment in the Data Exchange.

If you use the Data Exchange web platform directly see:

[Add a SCORE assessment – Module](#)

[Add a SCORE assessment – Task Card](#)

If your organisation transfers their data to the Data Exchange see:

[Web Services Technical Specifications](#)

[Bulk File Upload Technical Specifications](#)

Example A: Practitioner assessment at a small community event

This is an example of how a practitioner could observe attendees at a small community event.

A TEI service provider hosts a barbeque for families with children in the local area. They play games where adults and children can mix, e.g. soccer and sack races. This event aims to increase community connectedness for attendees. The ultimate goal is to increase social cohesion, networks and participation.

The service provider identifies 'social cohesion' as the Community SCORE domain most relevant to this activity.

They decide the best way to assess this event is to observe how the attendees interact with each other.

At the beginning of the event, they observe the attendees engaging in small talk. By the end of the event, the attendees are mixing well. They have organised a Facebook group and have made plans to meet for coffee and a playdate.

The service provider uses their professional judgement and decides the increased engagement shows a 'moderate change'. They record this as a 4 on the SCORE scale.

Community SCORE domains	1 – No change	2 – Limited change with emerging engagement	3 – Limited change with moderate engagement	4 – Moderate change	5 – Significant change
Social cohesion				X	

Example B: Practitioner assessment at a large community event

A group of TEI service providers organise an event to raise public awareness of mental illness. The event has stalls for local services and a series of talks from community members with lived experience of mental illness. It aims to increase community knowledge about services and resources available for people with mental illness and carers.

The service providers identify 'group/community knowledge, skills, attitudes and behaviours' as the Community SCORE domain most relevant to this activity. They decide the best way to assess the event is to debrief with everyone after it has finished. They discuss:

- how many people came to each stall
- what information they gave to people
- how people responded to this information
- how many people signed up to receive more information or registered to join a group or activity
- how the talks went and if the speakers felt they were successful

The staff had mixed experiences. Some spoke about community members who were very grateful for the information given to them and who were excited to find out about different services in their community. Others spoke about community members who were looking for information they couldn't provide and for specific services that weren't at the fete.

The service providers use the information shared in this discussion to agree on a Community SCORE. They decide to record a '3 – limited change with strong engagement'.

Community SCORE domains	1 – No change	2 – Limited change with emerging engagement	3 – Limited change with moderate engagement	4 – Moderate change	5 – Significant change
Group/community knowledge, skills, attitudes and behaviours			X		

NOTE: We encourage service providers to think about more meaningful ways to record outcomes for large community events.

You could survey community members who volunteered to organise the event. Their participation could have empowered them to contribute to local decision-making and improved their sense of belonging.

You could also survey community members who spoke at the event. Their participation could have improved their confidence and empowerment.

Example C: Using a survey tool for an information session

A TEI service provider hosts an information session for new parents. The session aims to inform new parents about support services, activities and resources available in the local community.

The service provider identifies 'group/community knowledge, skills, attitudes and behaviours' as the Community SCORE domain most relevant to this activity.

They decide the best way to assess the activity is to conduct a short survey at the end of the session (see the example below). This is because:

- it is not practical or feasible to collect initial and follow up surveys for a large group of people.
- if they did collect initial and follow up surveys it is unlikely they would see a change in the participants responses. This is because the information session is a one-off and short event.

The service provider uses the results of the survey to determine a Community SCORE. For example:

- If the majority of respondents 'agree or strongly agree' that they have a better understanding after attending the session, you might record this as a '4 - moderate change'.
- If only a small number of respondents 'agree or strongly agree', you might record this as a '2 - limited change with emerging engagement'.

Example survey - Information Session for new parents

Thank you for attending tonight's information session. We would like to collect your feedback on our activities.

Below are some statements about the event. Please state whether you agree or disagree.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
The session provided me with useful information.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I have a better understanding of the services and facilities available in my community after attending this session.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Example D: Short survey for drop in centre

A TEI service provider runs a drop in centre for young people. The service aims to provide young people with a comfortable, friendly space they can use to connect with other young people. They also provide young people with information about what's going on in their local community.

The service provider identifies 'social cohesion' and 'group/community knowledge, skills, attitudes and behaviours' as the most relevant Community SCORE domains.

They decide the best way to assess the drop in centre is to conduct a short survey once a month. They will ask the people who access the centre on that day to complete a short survey – as a sample of their clients. This is because it is not practical or feasible to collect initial and follow up surveys from everyone who accesses the drop in centre.

The service provider develops a short survey for clients to complete.

They collate and average the results from the surveys. The results from the first two questions are combined and recorded in the 'social cohesion' domain. The last question is recorded in the 'group/community knowledge, skills, attitudes and behaviours' domain.

Example survey – drop in centre for young people

We would like to collect your feedback on our drop in centre.

Below are some statements about Fact Tree. Please state whether you agree or disagree.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I feel welcome at the Youth Centre	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I feel more connected to my community since coming to the Youth Centre.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
The Youth Centre gives me useful information about what's going on in my community	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Method 1: Community outcome statements

The table below includes statements you can use to measure group/community outcomes for a one-off event or activity.

You should only use these statements if:

- you are following Method 1: SCOREs for single sessions
- you want to use a survey tool.

Use Example C and the statements below to design your own Community Outcomes Survey tool.

Community SCORE Domain	Example outcome statements
Group/community knowledge, skills, attitudes and behaviours	The session provided me with useful information and resources
	I have a better understanding of what services are available in my community
	I learnt something new at the event/session
	I have a better understanding of my children's behaviour
	I think I can apply these parenting tips at home
Organisational knowledge, skills and practices*	I can better respond to my community's needs
	I can better respond to my client's needs
	I have a better understanding of how to improve my organisation's practice
	I learnt something new I can implement in my organisation to improve our work
	The workshop provided me with useful information and resources
Community infrastructure and networks*	I have stronger relationships with other organisations in my community
	I am better connected with other local providers
Social cohesion	I met someone new at this event
	I feel more connected to my community after this event

* This domain is only relevant to community sector coordination, community sector planning, and education and skills training for TEI service providers.

Method 2: Initial and follow up SCOREs

You can report initial and follow up Community SCOREs for multiple sessions. For example: a series of workshops, forums or information sessions

You can only record Community SCOREs this way, if:

- you have the same group of people attend 2 or more sessions
- it is not practical or relevant to collect information from individual clients (e.g. interagencies)

To report Community SCOREs this way, follow these steps:

Step 1. Identify your Community SCORE domain

Think about the outcomes you are trying to achieve. What is the purpose of your activity?

Pick the Community SCORE domain(s) that is most relevant to your activity and client group:

- Group/community knowledge, skills, attitudes and behaviours
- Organisational knowledge, skills and practices
- Community infrastructure and networks
- Social cohesion

You can pick as few or as many domains as you like. Just make sure they're relevant to your activity.

Step 2. Identify a tool to measure community outcomes and decide how to make the assessment

Use a survey tool

You can develop a short survey to measure community outcomes. You must ensure the tool is a suitable and accurate measure that can be interpreted consistently.

Ask participants to complete the short survey:

- at the beginning of the first session
- at the end of the last session.

Use the results of this survey to determine a Community SCORE.

Step 3. Record the outcomes in the Data Exchange

Record each SCORE assessment in the Data Exchange.

If you use the Data Exchange web platform directly see:

Add a SCORE assessment – Module

Add a SCORE assessment – Task Card

If your organisation transfers their data to the Data Exchange see:

[Web Services Technical Specifications](#)

[Bulk File Upload Technical Specifications](#)

NOTE: For initial and follow-up SCOREs to be paired in the Data Exchange, the following information must match:

- Case ID
- Program Activity
- Service Type
- SCORE Type (e.g. Community SCORE)
- SCORE Domain (e.g. Social Cohesion)

If this information does not match, the SCOREs will not be paired and they appear as single Community SCOREs in the Data Exchange reports.

Example A: Using a survey tool for interagency meetings

This is an example of a short survey that could be collected from staff members who attend interagency meetings.

A TEI service provider hosts monthly interagency meetings with other local service providers. The purpose of the interagency is to:

- Connect local community organisations with each other
- To enable them to share information
- And to identify emerging issues in the community and develop solutions

The service provider identifies two Community SCORE domain most relevant to this activity:

- Organisational knowledge, skills and practices
- Community infrastructure and networks

They decide to measure the impact of the interagency by asking attendees to complete a survey every 3 months.

See the example on pg. 10.

They use the results of the survey to determine a Community SCORE.

For example:

In the first survey, the majority of respondents say they 'disagree' or 'neither agree nor disagree' that they have strong relationships with other organisations. They decide to record this as a '2 – limited change with emerging engagement'.

By the end of the year, the majority of respondents 'agree' that they have strong relationships with other organisations and these relationships help them address their client's needs. They decide to record this as a '4 – moderate change'.

Initial survey: XYZ Community Interagency

Thank you for joining our interagency. We would like to collect some information to help us understand the impact of these meetings. Please state whether you agree or disagree with the statements below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I have a strong understanding of my communities needs	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I am aware of other organisations in my community who I can work with	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I have strong relationships with other organisations in my community	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
My relationships with other organisations help me respond to my client's needs	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Follow up survey: XYZ Community Interagency

We hope you enjoyed this terms interagency meeting. We would like to collect some information to help us understand if our class is helpful. Please state whether you agree or disagree with the statements below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I have a strong understanding of my communities needs	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I am aware of other organisations in my community who I can work with	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
I have strong relationships with other organisations in my community	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
My relationships with other organisations help me respond to my client's needs	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Example B: Using a survey tool for sector development workshops

This is an example of a short survey that could be collected from clients attending sector development workshops.

A TEI service provider hosts a series of workshops to help organisations use evidence and data. The workshops aim to:

- improve the organisations ability to access and use evidence
- improve the organisations practices so these skills are embedded in their day-to-day work

The service provider identifies 'organisational knowledge, skills and practices' as the Community SCORE domain most relevant to their workshops.

They decide to assess the workshops by asking attendees to complete a survey at the first and last session. See the example on pg. 12.

They use the results of the survey to determine a Community SCORE. For example:

In the first survey, the majority of respondents say they 'disagree' or 'neither agree nor disagree' that their organisation uses research and data in their everyday decision-making. They record this '2 – limited change with emerging engagement'.

In the second survey, the majority of respondents 'agree' that their organisations has embedded evidence-based practices in the way they work. They record this as a '4 – moderate change'.

Initial survey: Sector development workshops

Thank you for joining our 'Using research and data' workshops. We would like to collect some information to help us understand if our workshop is helpful.

Please state whether you agree or disagree with the statements below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I use research and data in my day-to-day decision-making	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
My organisation has embedded evidence-based decision-making in the way we work	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Follow up survey: Sector development workshops

We hope your enjoyed our 'Using research and data' workshops. We would like to collect some information to help us understand if our workshop is helpful.

Please state whether you agree or disagree with the statements below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I use research and data in my day-to-day decision-making	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
My organisation has embedded evidence-based decision-making in the way we work	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Method 2: Community outcome statements

The table below includes statements you can use to measure group/community outcomes for activities with multiple sessions.

You should only use these statements if you are following Method 2: Initial and follow up SCOREs for multiple sessions.

Use Example A and Example B and the statements below to design your own Community Outcomes Survey tool.

Make sure you use the same statements in both surveys.

Community SCORE Domain	Example outcome statements
Group/community knowledge, skills, attitudes and behaviours	I know how to [insert goal] (e.g. access the services I need)
	I have the skills to [insert goal] (e.g. make healthy meals)
	I feel heard in my community
	I am engaged in local decision-making
	I feel confident that I can [insert goal]
	I feel empowered to make decisions to improve my life circumstances
Organisational knowledge, skills and practices*	I have the skills I need to [insert goal] (e.g. respond to my community's needs)
	My organisation [insert goal] (e.g. uses evidence to make decisions)
	My organisation has embedded [insert relevant practice] in the way we work
Community infrastructure and networks*	I have strong relationships with other organisations in my community
	My relationships with other organisations help me respond to my client's needs
Social cohesion	I feel safe in my community
	I feel connected to my community
	I get involved with local activities/groups
	I am able to contribute to my local community

* This domain is only relevant to community sector coordination, community sector planning and education and skills training for TEI service providers.