

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

This document provides step-by-step guidance on how to collect and report Community SCOREs for groups in the Data Exchange.

For information about Circumstances, Goals and Satisfaction SCOREs 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’. SCORE is an outcomes reporting tool.

Community SCORE enables us to report outcomes for groups or communities.

In the TEI program, Community SCORE should be used when it is not possible, practical or relevant to record SCOREs for individual clients. For example, at an information night or community event.

In the Data Exchange, there are four Community SCORE domains:

- **Group/community knowledge, skills, attitudes and behaviours:** for a group of clients or community members participating in a service
- **Organisational knowledge, skills and practices:** to better respond to the needs of targeted clients or communities
- **Community infrastructure and networks:** to better respond to the needs of targeted clients and communities
- **Social cohesion:** to demonstrate greater community cohesion and social harmony

See the [Data Exchange Protocols](#) for more information.

How do I collect and report Community SCORE?

You can report Community SCORE in two different ways:

[Method 1: Post-SCOREs for single sessions](#)

- [Example A:](#) Using score directly at a small community event
- [Example B:](#) Using score directly at a large-scale community event
- [Example C:](#) Using a survey tool for an information session
- Community outcome statements for method 1

[Method 2: Pre- and post-SCOREs for multiple sessions](#)

- [Example A:](#) Using a survey tool for a class
- [Example B:](#) Using a survey tool for a sector development workshop
- Community outcome statements for method 2

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

Method 1: Post-SCOREs for single sessions

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

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

To report SCOREs this way, follow these steps:

Step 1. Identify your Community SCORE domain

Think about the outcomes you are trying to achieve. Pick the domain(s) that is most relevant to your activity and client group.

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

Use SCORE Directly	Use a survey tool
<p>Practitioners/workers can conduct an assessment using the Community SCORE matrix in the Data Exchange Protocols (see Table 6).</p> <p>Observe the group throughout the session and use your professional judgement to determine what changes occurred in the group.</p> <p>Use the SCORE matrix to identify where the group sits on the 5-point rating scale at the end of the session.</p>	<p>You can use a short survey to measure community outcomes. You must ensure the tool is a suitable and accurate measure that can be interpreted consistently.</p> <p>Ask participants to complete the short survey after the session. Use the results of this survey to determine a Community SCORE. See Example C.</p> <p>We have developed some examples to help you make a Community outcomes tool. See Community Outcome statements for Method 1.</p>

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: Using SCORE directly at a small community event

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

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.

Example B: Using SCORE directly at a large-scale community event

This is an example of how a practitioner could record a Community SCORE for a large-scale 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'.

NOTE: We encourage service providers to think about more meaningful ways to record outcomes for large-scale 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 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 pre- and post-surveys for a large group of people.
- if they did collect pre- and post-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.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have a better understanding of the services and facilities available in my community after attending this session.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Community Outcome statements for Method 1

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: Post-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 service/event/session provided me with useful information and resources
	I have a better understanding of the services that are available in my community
	I learnt something new at the event/session
	I have a better understanding of [insert statement relevant to service]
Organisational knowledge, skills and practices ¹	I can better respond to my community's needs
	I can better respond to my client's need
	The workshop provided me with useful information and resources
Community infrastructure and networks	This community SCORE cannot be measured at an individual level. As such, there are no relevant outcome statements.
Social cohesion	I met someone new at this event
	I feel more connected to my community after this event

¹ This domain is only relevant to community sector coordination, community sector planning, education and skills training for TEI service providers, and business planning.

Method 2: Pre- and post-SCOREs for multiple sessions

You can report pre- and post-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.

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

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

Use a survey tool

You can use 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. See [Example A](#) and [Example B](#).

We have developed some examples to help you make your own Community outcomes tool. See [Community Outcome statements for Method 2](#).

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](#)

Example A: Using a survey tool for a series of workshops

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

A TEI service provider hosts a series of cooking classes for young parents. The class aims to:

- increase parent's knowledge about healthy and nutritional food
- increase parent's skills in how to make healthy and nutritional food

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

They decide to assess the class by asking the attendees to complete a survey at the first and last session. 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 the skills and knowledge to make healthy foods for their children. They decide to record this as a '2 - limited change with emerging engagement'.

In the second survey, the majority of respondents 'agree' that they have the skills and knowledge to make healthy foods for their children. They decide to record this as a '4 - moderate change'.

Pre-survey: Cooking for young parents

Thank you for joining our cooking class. 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 know what healthy foods my children can eat	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have the skills to make healthy meals for my children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Post-survey: Cooking for young parents

We hope you enjoyed our cooking class. 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 know what healthy foods my children can eat	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have the skills to make healthy meals for my children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 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'.

Pre-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	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
My organisation has embedded evidence-based decision-making in the way we work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Post-survey: Sector development workshops

We hope you 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	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
My organisation has embedded evidence-based decision-making in the way we work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Community Outcome Statements for Method 2

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: Pre and post-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 ²	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	This community SCORE cannot be recorded at an individual level. As such, there are no relevant outcome statements.
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

² This domain is only relevant to community sector coordination, community sector planning, education and skills training for TEI service providers, and business planning.