

What information do I need to record in the Data Exchange for the Targeted Earlier Intervention Program?

November 2020

This document provides examples of the minimum dataset for specific service types in the Targeted Earlier Intervention program. An overview of the minimum dataset for the TEI program is in Table 1. See the [Data Collection and Reporting Guide](#) for more information.

This document also has examples of how measure and report client and community outcomes. See the following resources for more information:

- [What is SCORE and how can I use it for the TEI program?](#)
- [TEI guide to developing surveys](#)
- [What is Community SCORE and how do I use it for the TEI program?](#)
- [Outcomes Matrix](#)

The examples in this document include:

Community Strengthening Stream	
Program Activity 1: Develop community connections	Example 1: Holding a community event
	Example 2: Community sector planning
Program Activity 2: Provide a community centre	Example 3: Developing a plan with community members
	Example 4: Information, advice and referrals
Program Activity 3: Provide community support	Example 5: Employment skills workshop
	Example 6: Support the development of Aboriginal-led enterprise
Wellbeing and Safety Stream	
Program Activity 4: Provide targeted support	Example 7: Supported playgroup
	Example 8: Parenting program
	Example 9: Case management
Program activity 5: Provide intensive and specialist support	Example 10: In-home intensive family capacity building program
	Example 11: Counselling

The examples in this document should be used as a guide only. Service delivery must be client-centred, and not driven by a need to comply with data reporting guidelines. We understand it may not be appropriate or relevant to collect some information. We also understand some services may wish to report additional information.



Table 1. Targeted Earlier Intervention Minimum Dataset

Service Delivery Information	Client Demographics and Need	Client Outcomes and Satisfaction**	Community Outcomes**
<p>Cases:</p> <ul style="list-style-type: none"> • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with the case (estimate) • Attendance profile** • Clients attached to the case <p>Sessions:</p> <ul style="list-style-type: none"> • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Client/support persons attended 	<p>For individual clients only:</p> <ul style="list-style-type: none"> • Client ID • Given name* • Family name* • Name provided is pseudonym • Date of birth* • Estimated DOB • Gender* • Residential address* • Country of birth* • Main language spoken at home* • Aboriginal and Torres Strait Islander identification* • Disability, impairment or condition* • Consent to store personal information in the Data Exchange* • Consent to participate in research, surveys and evaluation* • Homelessness indicator** • Household composition** • Referral source** • Reasons for seeking assistance** • Referral type** • Referral purpose** 	<p>For individual clients only:</p> <p>One or more Circumstances SCORE domains for at least 50% of clients</p> <p>AND/OR</p> <p>One or more Goals SCORE domains for at least 50% of clients</p> <p>AND</p> <p>One or more Satisfaction SCORE domains for at least 10% of individual clients, per reporting period</p>	<p>For unidentified groups only:</p> <p>One or more Community SCORE domains for majority of community or group activities</p> <p>Note: Community SCORE is recorded at the session level.</p>

*These are part of the Data Exchange’s priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions.

**These are part of the Data Exchange Partnership Approach. In the TEI Program we ask that, when relevant, services record this additional data.



To help you report this information in the Data Exchange, see Figure 1 below.

Figure 1. The TEI Minimum Dataset and where to go for help reporting this information.

Service Delivery Information	Client Demographics and Need	Client Outcomes and Satisfaction**	Community Outcomes**
<p>Cases:</p> <ul style="list-style-type: none"> • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with the case (estimate) • Attendance profile** • Clients attached to the case <p>Sessions:</p> <ul style="list-style-type: none"> • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Client/support persons attended <p>For help recording the referral source and reasons see Add a Case</p>	<p>For individual clients only:</p> <ul style="list-style-type: none"> • Client ID • Given name* • Family name* • Name provided is pseudonym • Date of birth* • Estimated DOB • Gender* • Residential address* • Country of birth* • Main language spoken at home* • Aboriginal and Torres Strait Islander identification* • Disability, impairment or condition* • Consent to store personal information in the Data Exchange* • Consent to participate in research, surveys and evaluation* • Homelessness indicator** • Household composition** • Referral source** • Reasons for seeking assistance** • Referral type** • Referral purpose** <p>For help recording this information see Add a Client</p> <p>For help recording referrals to other services see Add a Session</p>	<p>For help recording client and community outcomes see Add a SCORE assessment</p> <p>For individual clients only:</p> <p>One or more Circumstances SCORE domains for at least 50% of clients</p> <p>AND/OR</p> <p>One or more Goals SCORE domains for at least 50% of clients</p> <p>AND</p> <p>One or more Satisfaction SCORE domains for at least 10% of individual clients, per reporting period</p>	<p>For unidentified groups only:</p> <p>One or more Community SCORE domains for majority of community or group activities</p>
<p>*These are part of the Data Exchange's priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions.</p> <p>**These are part of the Data Exchange Partnership Approach. In the TEI Program we ask that, when relevant, services record this additional data.</p>			



Additional Resources

DCJ Resources

To support you to collect client demographic and need information, we have developed an example [client intake form](#).

A number of different resources to support you to use the Data Exchange are also available on the TEI website: [Key TEI Resources](#)

DSS Resources

The DSS [Data Exchange website](#) includes a number of useful resources to help you use the Data Exchange.


For help entering or uploading data into the Data Exchange see:

For entering data on the web platform see:	For bulk uploads and system to system transfers see:
Add a case	Web Services Technical Specifications
Add a session	Bulk File Upload Technical Specifications
Add a client	Bulk XML upload learning module
Add a SCORE assessment	IT webinar - Information for IT and Technical Staff

Program Activity 1: Develop Community Connections

Example 1: Community Event

A TEI service provider holds a community event. They host a barbeque for families with children in the local area, including 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. To measure the impact of this event, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider developed a program logic and identified the TEI program client outcome most relevant to its activities as ‘Social and Community: Increased participation in community events’.</p> <div data-bbox="651 680 1206 842"><p>Social and Community Increased participation in community events</p></div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domain.</p> <p>As this is a community event, the service provider will use Community SCORE to measure outcomes. They identify the most appropriate Community SCORE domain as:</p> <p>Community SCORE – Social Cohesion measures outcomes for large groups, where it is not feasible to record data for individuals. Social cohesion is the most relevant domain.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The service provider decides the best way to assess this event is to observe the attendees and record a single community SCORE outcome at the end of the event.</p> <p>At the beginning of the event, the service provider observes that the attendees are engaging in small talk. By the end, they are mixing well, have organised a Facebook group and made plans to meet for coffee and a playdate. The service provider uses their professional judgement and decides the increased engagement shows a ‘moderate demonstration of greater community cohesion and social harmony’. They record this as a 4 on the SCORE scale.</p> <p>The minimum dataset needed for a community event is outlined below.</p>

Example 1: Community Events

Case data	Case ID	Gladston Neighbourhood Cookout
	Outlet*	Gladston Community Services
	Program activity*	Community Connection
	Total number of unidentified clients associated with case	30
	Attendance profile**	Community event
Session data	Session ID	GNC November 2019
	Session date*	02/11/2019
	Service type*	Community Engagement
	Number of unidentified clients attended session*	28
	Assessed by**	SCORE directly - practitioner
	Community SCORE**	Social cohesion - 4
Client demographic data	At this community event, all clients were unidentified. No client demographic data was collected.	


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Example 2: Education and Skills Training

A TEI service provider runs training and mentoring sessions with other TEI service providers. In their sessions, some participants are added to the Data Exchange as individual clients. Others are counted as unidentified clients.

To measure the impact of their service, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcome most relevant to its activities as 'Education and Skills - Increased school attendance and achievement.'</p> <div data-bbox="619 595 1235 759"><p>Education and Skills Increased school attendance and achievement</p></div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domain.</p> <p>They identify the most appropriate domains as:</p> <p>For their individual clients:</p> <p>Goal SCORE - Knowledge measures the client's understanding of good governance practices</p> <p>Goal SCORE - Skills measures the client's ability to implement good governance practices</p> <p>For their unidentified clients</p> <p>Community SCORE - Organisational knowledge, skills and practice measures the groups ability to respond to the needs of their clients/communities.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for community sector planning activities is outlined below.</p>

Example 2: Community sector planning

Case data	Case ID	Good Governance Workshop
	Outlet*	Geelong Sector Assistance Inc.
	Program activity*	Community Connections
	Total number of unidentified clients associated with case	15
	Attendance profile**	Peer support group
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Governance Workshop September '19
	Session date*	02/09/2019
	Service type*	Education and Skills Training
	Number of unidentified clients attended session*	12
	Assessed by**	SCORE directly - practitioner
	Community SCORE**	Organisational knowledge, skills and practice - 3
	Client/support persons attended	Add clients/support persons who attended the session
<p>Client demographic data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a workshop.</p> <p>As the client is a staff member of a TEI service provider some of this information is not relevant.</p>	Client ID	001
	Given Name*	Sara
	Family Name*	Meharg
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	26/03/1971
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	No
	Residential address*	Belmont, Vic, 3216
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	Yes
	Does the client have one or more of the following impairments, conditions or disabilities?*	None
Homeless Indicator**	N/A	
Household composition**	N/A	

	Referral source**		N/A	
	Reasons for seeking assistance**		N/A	
	Referral to other services**	Referral type	N/A	
		Referral purpose	N/A	
Client outcomes data	SCORE type		Goals	
	Assessed by		SCORE directly - client	
	Score domain and rating		Knowledge: 2	Skills: 3
Client Satisfaction data	SCORE type		Satisfaction	
	The service listened to me and understood my issues		3	
	I am satisfied with the services I have received		2	
	I am better able to deal with issues that I sought help with		2	

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Program Activity 2: Provide a community centre



Example 3: Developing a plan with community members

A service provider engages a group of community members to develop a plan to raise public awareness of mental illness and available support services. All members of the group have lived experience of mental illness. The service facilitates a number of planning sessions for the community members.

The ultimate goal of the plan is to combat mental illness in the local community. However, the purpose of the planning activities is to engage local community members to:

- ensure they see themselves as part of the community
- have an opportunity to impact decisions that affect their lives.

To measure the impact of the planning sessions, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcomes most relevant to its activities as ‘Social and Community: Increased sense of belonging to their community’ and ‘Empowerment: Increased client reported self-determination.’</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Social and Community Increased sense of belonging to community</p> </div> <div style="text-align: center;">  <p>Empowerment Increased client reported self-determination</p> </div> </div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domains as:</p> <p>Circumstance SCORE – Community participation and networks measures if the client feels supported to be a part of the community and that they are making a contribution.</p> <p>Goal SCORE – Empowerment, choice and control to make own decisions measures if the client feels supported to exercise control over decisions that affect their lives.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>In this example, we are only recording data for the planning sessions and the clients that attended these sessions, NOT the activities outlined in the plan.</p> <p>The minimum dataset you would be expected to collect for running planning sessions with community members is outlined below.</p>

Example 3: Developing a plan with community members

Case data	Case ID	Tackling Mental Health Plan
	Outlet*	Walkerville Community Centre
	Program activity*	Community Centre
	Total number of unidentified clients associated with case	N/A - leave blank
	Attendance profile**	Peer support group
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Planning Session 1 - July 2019
	Session date*	08/07/2019
	Service type*	Community Engagement
	Client/support persons attended	Add clients/support persons who attended the session
<p>Client demographic data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a planning session.</p>	Client ID	015
	Given Name*	Claire
	Family Name*	McDonald
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	01/05/1976
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	Yes
	Residential address*	Vale Park, SA, 2081
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	Psychiatric
	Homeless Indicator**	No
	Household composition**	Sole parent with dependent(s)
	Referral source**	N/A
Reasons for seeking assistance**	N/A	
Referral to other services**	N/A	
Client Outcomes data	SCORE type	Goals
	Assessed by	SCORE directly - client
	Score domain and rating	Empowerment, choice and control to make own decisions: 2
	SCORE type	Circumstances

	Assessed by	SCORE directly - client
	Score domain and rating	Community participation and networks: 1
Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	3
	I am satisfied with the services I have received	2
	I am better able to deal with issues that I sought help with	2

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Example 4: Information, advice, and referrals

A community centre provides community members with information and advice about different issues. They also refer them to specific services as needed. Community members contact the centre via email, through their website and over the phone. They also visit the centre in person.

The goal of this service is to increase community members' knowledge of the services that are available to them and how to access these services. To measure the impact of this service, the service provider does the following:

Step 1. Identify relevant client outcomes	<p>The service provider develops a program logic and identifies that because of the fleeting nature of this service delivery, it is not always practical, possible or relevant to measure outcomes.</p> <p>They decide to only record output information (including satisfaction) for this activity.</p>
Step 2. Identify SCORE type and domains	N/A
Step 3. Report client information and outcomes into the Data Exchange	<p>The service provider collects data for their service in two different ways.</p> <p>For clients that are known to them (identified), they collect client information.</p> <p>For unidentified clients, the service provider counts how many community members receive information, advice and referral support. The service reports this number into the Data Exchange every month.</p> <p>The minimum dataset you are expected to collect for providing information/advice/referral is outlined below.</p>

Example 4: Information, advice and referrals

Case data	Case ID	Information/Advice/Referral	
	Outlet*	Cloverton Community Centre	
	Program activity*	Community Centre	
	Total number of unidentified clients associated with case	50	
	Attendance profile**	N/A	
	Clients attached to the case	Select clients associated with the case	
Session data	Session ID	Info and Advice November 2019	
	Session date*	30/11/2019	
	Service type*	Information/advice/referral	
	Number of unidentified clients attended sessions*	42	
	Client/support persons attended	Add clients/support persons who attended the session	
<p>Client demographic data</p> <p>In this example, the service provider collected client information from a person who frequently visits their centre. The service provider knows they will see this client again, and therefore will be able to collect a post-SCORE.</p>	Client ID	002	
	Given Name*	Charlie	
	Family Name*	Randall	
	Name provided is a pseudonym	No	
	Estimated DOB	No	
	Date of birth*	13/07/1991	
	Gender*	Male	
	Consent to store personal information in the Data Exchange*	Yes	
	Consent for future contact for survey/research/evaluation*	No	
	Residential address*	Cloverton, NSW, 2275	
	Country of Birth*	Australia	
	Main language spoken at home*	English	
	Is the client Aboriginal or Torres Strait Islander? *	No	
	Does the client have one or more of the following impairments, conditions or disabilities?*	Intellectual/learning	
	Homeless Indicator**	At risk	
	Household composition**	Group (unrelated adults)	
	Referral source**	Self	
	Reasons for seeking assistance**	Primary: Education and skills training Secondary: Employment	
	Referral to other services**	Referral type	Internal
		Referral purpose	Education and skills training

Client Outcomes data	N/A	
Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	3
	I am satisfied with the services I have received	2
	I am better able to deal with issues that I sought help with	2

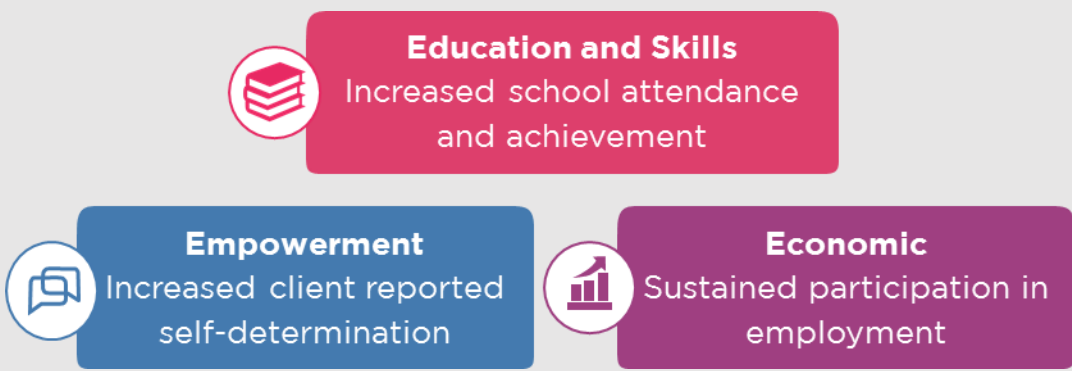
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Program Activity 3: Provide community support

Example 5: Employment skills workshop

A TEI service provider runs a series of employment skills workshops for newly arrived refugees. The workshops support clients to apply for jobs, increases their confidence in undertaking job interviews and helps them to gain and maintain employment. To measure the impact of this service on clients' lives, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcomes most relevant to its activities as:</p> <ul style="list-style-type: none"> • Education and Skills: Increase school attendance and achievement • Empowerment: Increased client reported self-determination • Economic: Sustained participation in employment  <p>The diagram consists of three colored boxes with icons. The top box is pink and contains a stack of books icon, the text 'Education and Skills', and 'Increased school attendance and achievement'. The bottom-left box is blue and contains a speech bubble icon, the text 'Empowerment', and 'Increased client reported self-determination'. The bottom-right box is purple and contains a bar chart icon, the text 'Economic', and 'Sustained participation in employment'.</p>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domain:</p> <p>Goal SCORE - Empowerment, choice & control to make own decisions measures the client's confidence in seeking work</p> <p>Goal SCORE - Knowledge measures the client's understanding of how to gain employment</p> <p>Goal SCORE - Skills measures the client's ability to gain employment</p> <p>Circumstance SCORE - Employment measures the client's employment outcome</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for running an employment skills workshop is outlined below.</p>

Example 5: Employment skills workshop

Case data	Case ID	Refugee Employment Support Workshop		
	Outlet*	Smithfield Community Centre		
	Program activity*	Community Support		
	Total number of unidentified clients associated with case	N/A - leave blank		
	Attendance profile**	Peer support group		
	Clients attached to the case	Select clients associated with the case		
Session data	Session ID	RESP September 2019		
	Session date*	07/09/2019		
	Service type*	Facilitate employment pathways		
	Client/support persons attended	Add clients/support persons who attended the session		
Client demographic data	Client ID	023		
	Given Name*	Yusef		
	Family Name*	Abiz		
	Name provided is a pseudonym	No		
	Estimated DOB	No		
	Date of birth*	02/07/1998		
	Gender*	Male		
	Consent to store personal information in the Data Exchange*	Yes		
	Consent for future contact for survey/research/evaluation*	Yes		
	Residential address*	Clarke Creek, Queensland, 4705		
	Country of Birth*	Iraq		
	Main language spoken at home*	Kurdish		
	Is the client Aboriginal or Torres Strait Islander? *	No		
	Does the client have one or more of the following impairments, conditions or disabilities?*	None		
	Homeless Indicator**	At risk		
	Household composition**	Group (unrelated adults)		
	Referral source**	Community services agency		
	Reasons for seeking assistance**	Employment		
	Referral to other services**	Referral type	External	
		Referral purpose	Housing	
	SCORE type	Goals	Goals	

Client demographics must be added for every known client who attended the session.

This is an example of one client who attended a workshop


Client Outcomes data Outcome data should be collected at least twice.	Assessed by	SCORE directly - client	SCORE directly - client
	Score domain and rating	Empowerment: 3	Knowledge: 2
	SCORE type	Goals	Circumstances
	Assessed by	SCORE directly - client	SCORE directly - client
	Score domain and rating	Skills: 1	Employment: 1
Client Satisfaction data	SCORE type	Satisfaction	
	The service listened to me and understood my issues	3	
	I am satisfied with the services I have received	4	
	I am better able to deal with issues that I sought help with	4	

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Example 6: Support the development of Aboriginal-led enterprises

A TEI service provider delivers business planning support to Aboriginal artists. The service helps clients to access funding, provides financial and business advice and gives ongoing support. To measure the impact of this service the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identified the TEI program client outcome most relevant to its activities as 'Economic: Sustained participation in employment.'</p> <div data-bbox="710 555 1246 719"><p>Economic Sustained participation in employment</p></div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service reviews the short-term indicators (SCORE domains) from the Data Exchange (see TEI Outcomes Framework) and identifies the following indicators to measure client outcomes:</p> <p>Goal SCORE - Knowledge measures the client's understanding of how to start and grow their business</p> <p>Goal SCORE - Skills measures the client's ability to start and grow their business</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>In the Business Planning service type, clients are individual people who received a service, not the business.</p> <p>The minimum dataset you would be expected to collect for providing business planning support is outlined below.</p>

Example 6: Employment skills workshop

Case data	Case ID	Aboriginal Business Planning Support
	Outlet*	Indigenous Business Hub
	Program activity*	Community Support
	Total number of unidentified clients associated with case	N/A - leave blank
	Attendance profile	N/A
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Financial Literacy Workshop
	Session date*	23/09/2019
	Service type*	Business Planning
	Client/support persons attended	Add clients/support persons who attended the session
<p>Client demographic data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a workshop.</p>	Client ID	012
	Given Name*	Rianna
	Family Name*	Trikilis
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	21/03/1989
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/evaluation*	No
	Residential address*	West Swan, WA, 6055
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	Yes
	Does the client have one or more of the following impairments, conditions or disabilities?*	None
	Homeless Indicator**	No
	Household composition**	Couple with dependant(s)
Referral source**	Self	
Reasons for seeking assistance**	Primary: Employment Secondary: Education and Skills Training	
Referral to other services**	Client was NOT referred to another service	
Client Outcomes data	SCORE type	Goals

Outcome data should be collected at least twice.	Assessed by	SCORE directly - client	
	Score domain and rating	Skills: 3	Knowledge: 2
Client Satisfaction data	SCORE type	Satisfaction	
	The service listened to me and understood my issues	4	
	I am satisfied with the services I have received	4	
	I am better able to deal with issues that I sought help with	4	



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Program Activity 4: Provide Targeted Support

Example 7: Supported playgroup

A TEI service provider runs a supported playgroup. This activity supports parents to share their experiences, develop their parenting skills and build informal networks. It also provides an opportunity for children to develop early literacy and numeracy skills and socialise in a structured environment. To measure the impact of the supported playgroups the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider developed a program logic and identified the TEI program client outcomes most relevant to its activities as:</p> <ul style="list-style-type: none"> • Empowerment (parent): Increased client reported self-determination • Education and Skills (child): Increased school attendance and achievement <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="403 853 919 994" style="background-color: #4a7ebb; color: white; padding: 10px; border-radius: 10px; display: flex; align-items: center;">  <div style="text-align: center;"> <p>Empowerment (parent)</p> <p>Increased client reported self-determination</p> </div> </div> <div data-bbox="927 853 1453 994" style="background-color: #e91e63; color: white; padding: 10px; border-radius: 10px; display: flex; align-items: center;">  <div style="text-align: center;"> <p>Education and Skills (child)</p> <p>Increased school attendance and achievement</p> </div> </div> </div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the following to measure client outcomes:</p> <p>Parental Empowerment and Efficacy Measure (PEEM) focuses on parent confidence and capacity and is the most relevant tool for measuring changes in parent’s attitudes and behaviours. It should be reported in the Client Goals SCORE: Behaviours domain. See The Data Exchange Score Translation Matrix.</p> <p>Client Circumstance SCORE: age-appropriate development measures the child’s education and skills outcome.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for running a supported playgroup is outlined below.</p>

Example 7: Supported playgroup

Case data	Case ID	First Time Mums Playgroup	
	Outlet*	Laverton Community Services	
	Program activity*	Targeted Support	
	Total number of unidentified clients associated with case	N/A	
	Attendance profile	Peer support group	
	Clients attached to the case	Select the clients associated with the case	
Session data	Session ID	FTM Playgroup August 2019	
	Session date*	16/08/2019	
	Service type*	Supported playgroup	
	Client/support persons attended	Add clients/support persons who attended the session	
<p>Client demographic and need data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of information for two clients – a mother and her child who attended the supported playgroup.</p> <p>As the service provider identified that they are seeking to improve outcomes for the child, the child has been added to the Data Exchange as a client.</p>	Client ID	A001	A002
	Given Name*	Jennifer	Hayley
	Family Name*	Asof	Asof
	Name provided is a pseudonym	No	No
	Estimated DOB	No	No
	Date of birth*	25/02/1994	15/05/2019
	Gender*	Female	Female
	Consent to store personal information in the Data Exchange*	Yes	Yes
	Consent for future contact for survey/research/evaluation*	No	No
	Residential address*	Laverton, VIC, 3028	Laverton, VIC, 3028
	Country of Birth*	Australia	Australia
	Main language spoken at home*	English	English
	Is the client Aboriginal or Torres Strait Islander? *	No	No
	Does the client have one or more of the following impairments, conditions or disabilities*	None	None
	Homeless Indicator**	No	No
	Household composition**	Sole parent with dependent(s)	Sole parent with dependent(s)
	Referral source**	Friends	Friends
Reasons for seeking assistance**	Age-appropriate development	Age-appropriate development	
Referral to other services**	Client was NOT referred to another service		

Client Outcomes data Outcome data should be collected at least twice.	SCORE type	Goals	Circumstances
	Assessed by	Validated outcomes tool - client	SCORE directly - practitioner
	SCORE Domain and Rating	Behaviours - 2	Age-appropriate development - 3
Client Satisfaction data	SCORE type	Satisfaction	N/A
	The service listened to me and understood my issues	4	N/A
	I am satisfied with the services I have received	3	N/A
	I am better able to deal with issues that I sought help with	3	N/A

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Example 8: Parenting program

A TEI service provider runs a parenting program. This program gives parents strategies to manage their children’s behaviour and build healthy parent-child relationships. To measure the impact of the program, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcomes most relevant to its activities:</p> <ul style="list-style-type: none">• Home: Sustained safe and stable housing• Education and Skills: Increased school attendance and achievement. <div data-bbox="459 607 1426 741"><p>Home Sustained safe and stable housing</p><p>Education and Skills Increased school attendance and achievement</p></div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domains: Circumstance SCORE: family functioning measures if the children and parents have a healthy relationship. This could be measured separately for both the child and the parents.</p> <p>Goal SCORE: skills measures if parents have developed the skills to manage their children’s behaviour</p> <p>Goal SCORE: behaviours measures if parents implement the strategies they have learnt from the program</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for running a supported playgroup is outlined below.</p>

Example 8: Parenting program

Case data	Case ID	Parenting Program – Family 3	
	Outlet*	Inner West	
	Program activity*	Provide targeted support	
	Total number of unidentified clients associated with case	N/A	
	Attendance profile	Family	
	Clients attached to the case	Attach relevant family members	
Session data	Session ID	Home visit 1 – January 2020	
	Session date*	23/01/2019	
	Service type*	Parenting Program	
	Client/support persons attended	Add clients/support persons who attended the session	
<p>Client demographic and need data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attending a parenting program session.</p>	Client ID	0027	
	Given Name*	Jamie	
	Family Name*	O'Donald	
	Name provided is a pseudonym	No	
	Estimated DOB	No	
	Date of birth*	26/02/1991	
	Gender*	Male	
	Consent to store personal information in the Data Exchange*	Yes	
	Consent for future contact for survey/research/ evaluation*	Yes	
	Residential address*	Petersham, NSW, 2049	
	Country of Birth*	Australia	
	Main language spoken at home*	English	
	Is the client Aboriginal or Torres Strait Islander? *	No	
	Does the client have one or more of the following impairments, conditions or disabilities?*	No	
	Homeless Indicator**	No	
	Household composition**	Couple with dependent(s)	
	Referral source**	Community services agency	
	Reasons for seeking assistance**	Primary: Family functioning Secondary: Personal and family safety	
Referral to other services**	Client was NOT referred to another service		
Client Outcomes data**	SCORE type	Goals	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Skills: 3	Behaviours: 1
	SCORE type	Circumstances	
	Assessed by	SCORE directly - practitioner	
Score domain and rating	Family functioning: 2		

Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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Example 9: Case management

A TEI service provider undertakes case management and conducts family support activities. Case managers conduct home visits, provide legal support, refer clients to other necessary services etc. The activities conducted depend on the client's needs and will change over time. To measure the impact of case management, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies that this service is very broad. It sits across all the TEI program client outcomes and largely depends on the individual needs of clients.</p> <p>For example, if the service provides support to survivors of family and domestic violence, they might identify the 'safety' domain. If they provide support to people with mental health issues, they may select the 'health' domain.</p>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework.</p> <p>They identify that the SCORE domains will need be determined on a case by case basis so they are relevant to a client's needs. See the example in the table below.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for case management is outlined below.</p>

Example 9: Case management

Case data	Case ID	Case management - Family 1	
	Outlet*	Sydney	
	Program activity*	Provide targeted support	
	Total number of unidentified clients associated with case	N/A	
	Attendance profile	Family	
	Clients attached to the case	Attach relevant family members	
Session data	Session ID	Home visit 1 - February 2020	
	Session date*	07/02/2019	
	Service type*	Family capacity building	
	Client/support persons attended	Add clients/support persons who attended the session	
<p>Client demographic and need data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a session.</p>	Client ID	001	
	Given Name*	Jacinta	
	Family Name*	Ahern	
	Name provided is a pseudonym	No	
	Estimated DOB	No	
	Date of birth*	21/03/1989	
	Gender*	Female	
	Consent to store personal information in the Data Exchange*	Yes	
	Consent for future contact for survey/research/ evaluation*	No	
	Residential address*	Dulwich Hill, NSW, 2203	
	Country of Birth*	Australia	
	Main language spoken at home*	English	
	Is the client Aboriginal or Torres Strait Islander? *	No	
	Does the client have one or more of the following impairments, conditions or disabilities?*	Intellectual Learning	
	Homeless Indicator**	At risk	
	Household composition**	Single (person living alone)	
	Referral source**	Community services agency	
	Reasons for seeking assistance**	Primary: Housing Secondary: Material wellbeing	
	Referral to other services**	Client was NOT referred to another service	
	Client Outcomes data	SCORE type	Goals
Assessed by		SCORE directly - practitioner	
Score domain and rating		Skills: 1	Engagement: 2
SCORE type		Circumstances	
Assessed by		SCORE directly - practitioner	
Score domain and rating		Housing: 2	Material wellbeing: 1
	SCORE type	Satisfaction	

Client Satisfaction data	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4


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Program Activity 5: Provide intensive and specialist support

Example 10: In-home intensive family capacity building program

A TEI service provider runs an intensive in-home training program to families with young children who are at risk of abuse and neglect. This activity focuses on building healthy parent-child relationships. It supports parents to develop the skills and knowledge to keep their children safe and healthy. To measure the impact of this program, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcome most relevant to its activities:</p> <ul style="list-style-type: none"> • Home: Sustained safe and stable housing • Education and Skills: Increase school attendance and achievement • Safety: Reduced risk of entry into the child protection system  <p>The diagram consists of three colored boxes with icons. The top box is orange with a warning triangle icon and the text 'Safety' and 'Reduced risk of entry into the child protection system'. Below it are two boxes: a blue one with a house icon and the text 'Home' and 'Sustained safe and stable housing', and a pink one with a stack of books icon and the text 'Education and Skills' and 'Increased school attendance and achievement'.</p>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domain:</p> <p>Circumstance SCORE: family functioning measures if the clients have close and healthy relationships with immediate family members.</p> <p>Circumstance SCORE: personal and family safety measures if the parents are supported to keep their children safe.</p> <p>Goal SCORE - Knowledge measures the parents understanding of how to keep their children safe</p> <p>Goal SCORE - Skills measures the parents ability to keep their children safe</p> <p>You could also use the Child Neglect Index to measure outcomes in the space.</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for running a family capacity building program is outlined below.</p>

Example 10: intensive family capacity building service

Case data	Case ID	In-home Family Capacity Building - Family 7	
	Outlet*	Family First - Launceston Centre	
	Program activity*	Intensive or specialist support	
	Total number of unidentified clients associated with case	N/A	
	Attendance profile**	Family	
	Clients attached to the case	Attach relevant family members	
Session data	Session ID	Home visit 1 - October 2019	
	Session date*	07/09/2019	
	Service type*	Family capacity building	
	Client/support persons attended	Add clients/support persons who attended the session	
<p>Client demographic and need data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a session.</p>	Client ID	0031	
	Given Name*	Matthew	
	Family Name*	Dawson	
	Name provided is a pseudonym	No	
	Estimated DOB	No	
	Date of birth*	21/03/1989	
	Gender*	Male	
	Consent to store personal information in the Data Exchange*	Yes	
	Consent for future contact for survey/research/ evaluation*	No	
	Residential address*	Mowbray, TAS, 7248	
	Country of Birth*	Australia	
	Main language spoken at home*	English	
	Is the client Aboriginal or Torres Strait Islander? *	No	
	Does the client have one or more of the following impairments, conditions or disabilities?*	None	
	Homeless Indicator**	No	
	Household composition**	Couple with dependant(s)	
	Referral source**	Community services agency	
Reasons for seeking assistance**	Primary: Personal and family safety Secondary: Family Functioning		
Referral to other services**	Client was NOT referred to another service		
Client Outcomes data	SCORE type	Goals	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Skills: 3	Knowledge: 2
	SCORE type	Circumstances	
	Assessed by	SCORE directly - practitioner	
Score domain and rating	Family Functioning: 1		



Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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Example 11: Counselling

A TEI service provider runs counselling sessions with individuals and families affected by drug or alcohol misuse. They facilitate the treatment pathway for individuals and their families and ensure they are supported in the community. They support clients to access other services and they work with individuals and their families to plan treatment and set recovery goals. To measure the impact of this counselling service, the service provider does the following:

<p>Step 1. Identify relevant client outcomes</p>	<p>The service provider develops a program logic and identifies the TEI program client outcome most relevant to its activities:</p> <ul style="list-style-type: none"> • Health: Improved parental health • Social and Community: Increased sense of belonging to their community <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Health Improved parental health</p> </div> <div style="text-align: center;">  <p>Social and Community Increased sense of belonging to community</p> </div> </div>
<p>Step 2. Identify SCORE type and domains</p>	<p>The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domains:</p> <p>Circumstance SCORE: physical health measures if the client is in good physical health</p> <p>Circumstance SCORE: mental health, wellbeing & self-care measures if the client is in good mental health</p> <p>Circumstance SCORE: community participation and networks measures if the client feels connected to their community and has the support they need</p> <p>Goal SCORE: Engagement with relevant services measures the client’s ability to engage with relevant support services</p>
<p>Step 3. Report client information and outcomes into the Data Exchange</p>	<p>The minimum dataset you would be expected to collect for running a family capacity building program is outlined below.</p>

Example 11: Counselling

Case data	Case ID	Drug and Alcohol Counselling - Family 12		
	Outlet*	Family First - Launceston Centre		
	Program activity*	Intensive or specialist support		
	Total number of unidentified clients associated with case	N/A		
	Attendance profile**	Family		
	Clients attached to the case	Attach relevant family members		
Session data	Session ID	Home visit 1 - July 2019		
	Session date*	10/07/2019		
	Service type*	Counselling		
	Client/support persons attended	Add clients/support persons who attended the session		
<p>Client demographic and need data</p> <p>Client demographics must be added for every known client who attended the session.</p> <p>This is an example of one client who attended a session.</p>	Client ID	005		
	Given Name*	Laurie		
	Family Name*	Smyth		
	Name provided is a pseudonym	No		
	Estimated DOB	No		
	Date of birth*	17/03/1998		
	Gender*	Female		
	Consent to store personal information in the Data Exchange*	Yes		
	Consent for future contact for survey/research/ evaluation*	Yes		
	Residential address*	Belmont, VIC, 3216		
	Country of Birth*	United Kingdom		
	Main language spoken at home*	English		
	Is the client Aboriginal or Torres Strait Islander? *	No		
	Does the client have one or more of the following impairments, conditions or disabilities?*	No		
	Homeless Indicator**	At risk		
	Household composition**	Group (unrelated adults)		
	Referral source**	Health agency		
	Reasons for seeking assistance**	Primary: Mental health Secondary: Community participation		
	Referral to other services**	Referral type	External	
		Referral purpose	Housing	
Client Outcomes data	SCORE type	Goals		
	Assessed by	SCORE directly - client		
	Score domain and rating	Engagement: 2		
	SCORE type	Circumstances		

Outcome data should be collected at least twice.	Assessed by	SCORE directly - client
	Score domain and rating	Physical health: 3
	SCORE type	Circumstances
	Assessed by	SCORE directly - client
	Score domain and rating	Mental health: 2
	SCORE type	Circumstances
	Assessed by	SCORE directly - client
Client Satisfaction data	Score domain and rating	Community participation: 1
	SCORE type	Satisfaction
	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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