

Data Collection and Reporting

Guide for TEI service providers

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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.
Cases	In the Data Exchange, cases act as containers. They link client and session data to location and program activity data.
Client	In the Data Exchange, a client is an individual who receives a service as part of a funded activity that is expected to lead to a measureable outcome.
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: <ul style="list-style-type: none">• evidence-based programs• evidence-based processes• client and professional values and beliefs¹
Indicators	Measurable markers that show whether progress is being made on a certain condition or circumstance. 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.

¹ Moore, T.G. (2016). Towards a model of evidence-informed decision-making and service delivery. CCCH Working paper No. 5. Parkville, Victoria: Centre for Community Child Health, Murdoch Childrens Research Institute

In-house tools	Questionnaires and scales developed by practitioners within a specific service are called in-house tools. They may or may not be validated.
Inputs	The resources required to deliver an activity. e.g. money, staff, time, facilities and equipment.
Monitoring	A process to periodically report against agreed service levels. Uses quantitative indicators to routinely measure the success of activities for clients.
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).
Program logic	A communication tool that 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	<p>The Targeted Earlier Intervention program comprises five program activities:</p> <ol style="list-style-type: none"> 1. develop community connections 2. provide a community centre 3. provide community support 4. provide targeted support 5. provide intensive or specialist support
Program stream	<p>The Targeted Earlier Intervention program comprises two program streams. The program activities sit under this umbrella. The program streams are:</p> <ol style="list-style-type: none"> 1. Community Strengthening stream 2. Wellbeing and Safety stream

Protective factors	Attributes or conditions which moderate risk or adversity and promote healthy development and wellbeing. They can occur at an individual, family, community or wider societal level.
Qualitative methods	Methods used to gain descriptive data that contextualises outcomes and provides a narrative around quantitative data. Qualitative methods include focus groups, in-depth interviews or surveys. They may be administered to program staff, participants or other stakeholders.
Quantitative methods	Quantitative methods analyse numerical data to give objective measurements. Data may be collected through polls and surveys, or by manipulating existing data.
Record	Information may be recorded at any time in the Department of Social Services Data Exchange platform (DSS Data Exchange), this may be daily, weekly, monthly or in bulk.
Report	Data which will be made available to the Department for performance monitoring purposes primarily through the Department of Social Services Data Exchange platform (DSS Data Exchange). 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 changes over time.
SCORE	The Standard Client/Community Outcomes Reporting framework in the Data Exchange.
SCORE domains	Each of the four SCORE outcome areas are linked to outcome domains specific to the outcome area.
SCORE outcome areas	There are four outcomes areas in the SCORE framework including: <ol style="list-style-type: none"> 1. circumstance 2. goals 3. satisfaction 4. community
Session	A session in the Data Exchange records what service was delivered on a particular date within a reporting period, the type of service delivered and which clients attended.



Service types	The 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).



1. Introduction

1.1 Purpose

This document will guide service providers funded under the Targeted Earlier Intervention (TEI) program on how to collect and report data. The requirements of the TEI Program Specifications and TEI Outcomes Framework provide a foundation for this document.

This guide should be read in conjunction with:

- [TEI outcomes framework](#)
- [The Data Exchange Protocols](#)
- [Program specific guidance for State Agencies in the Data Exchange \(Appendix B\)](#)

This is a living document and it will be reviewed as needed. Please refer to the [TEI website](#) for the latest version.

1.2 The Data Exchange

The Department of Social Services (DSS) Data Exchange platform is the primary data reporting platform for the TEI program. The Data Exchange was chosen as the most suitable platform as it has the flexibility to capture information across the entire TEI continuum and support the changing needs of clients and communities. It also ensures service providers record service activity in a consistent way.

By reporting service information, and client and community outcomes data in the Data Exchange, TEI services will:

- have a clear understanding of their client base
- be able to track client pathways through the system
- have evidence of the impact the sector is having on client and community outcomes

Data reported in the Data Exchange will better support DCJ and service providers to work together to deliver quality services and achieve client and community outcomes.



1.3 The TEI maturity continuum

The TEI outcomes framework represents the next step on our journey to build an evidence base and achieve the best outcomes for clients and communities.

The first year of the new TEI Program is an opportunity to test and refine the outcomes we are aiming to achieve for TEI service types.

We understand reporting through a new system will involve a period of adjustment and transition for services. We acknowledge this may influence the quality of data in the early stages of implementing the Data Exchange.

The primary aim of the Data Exchange is to support services to monitor the success of activities for clients. It will also enable us to measure the impact of the TEI program as a whole. Over time, this will help us build a robust data set and a strong evidence base for TEI service delivery. As such, the Data Exchange will inform continuous improvement and help us to evaluate the TEI program.

While you cannot currently report qualitative data in the Data Exchange, we encourage service providers to continue collecting this information. This will support continuous improvement and help monitor outcomes. Collecting qualitative data should aim to minimise client burden and survey fatigue.

1.4 How to use this Guide

This guide will support TEI service providers to understand:

- how to link outcomes identified in program logics to short term outcome indicators reported through Data Exchange
- how to measure outcomes and use Data Exchange Standard Client/Community Outcomes Reporting framework (SCORE) to report client outcomes, including:
 - using validated tools currently translated into Data Exchange SCORE to measure the most relevant client outcomes
 - translating other validated or 'in house' tools into Data Exchange SCORE
- the TEI minimum dataset requirements based on service stream
- how to access Data Exchange and transfer data for reporting purposes



2. Linking TEI program outcomes to the Data Exchange

The TEI outcomes framework aligns with the seven domains of the NSW Human Services outcomes framework. It helps us understand which programs are making a long-term positive difference to people's lives.

In Table 1, we have aligned the TEI program client outcomes with the Data Exchange SCORE domains and validated instruments. You can use this table to help you identify how to measure client outcomes in the Data Exchange.

When you negotiate your TEI contract you will record which TEI program client outcome is most relevant to each service type you are delivering. This will vary from service to service and may shift over time in response to the data you collect.

2.1 TEI Program Logics

Developing a program logic is one of the key components of implementing the TEI Outcomes Framework. Service providers will develop program logics to link their service activities to program-specific client and community outcomes.

We have created a [template](#) to help service providers develop their program logic (see Figure 1). This template includes two completed examples, one for the Community Strengthening Stream and one for the Wellbeing and Safety stream.

If you have already developed a program logic and the services you will provide have not changed, you do not need to develop a new one. TEI service providers who have already developed program logics may choose to insert their content into the updated template.

Table 1. TEI program client outcomes

NSW Human Services Outcomes Framework (People Domains)	Social and Community	Empowerment	Education & 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 NSW Human Services Outcomes Framework using the relevant* short-term indicators below.

Short-term indicators from DSS Data Exchange	SCORE goal domains	Goal SCORE domains sit across all TEI program client outcomes.						
	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						
Possible 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 depression scale Growth and empowerment measure Kessler Psychological Distress Scale (K10) Outcome rating scale Personal Wellbeing 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.

** These validated instruments have been translated into the SCORE matrix for ease of reporting. However, you can also use other validated instruments not listed, your own instrument, or you can 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

Figure 1. TEI program logic template

Current Situation	Activities and Services	Evidence	Outputs	Theory of Change	Client Outcomes
<p>Identify the current situation this program seeks to change.</p> <p>Please reference the local priorities and data profile for your DCJ district when completing this section. The answers to the following questions should be incorporated into your statement:</p> <ol style="list-style-type: none"> 1. Who is your target group? 2. What are the current issues faced by this target group? Please include evidence to support this statement. 3. What are the causes of the current situation? 4. What will happen to the target group if these issues are not addressed? 	<p>Review the program activities and service types identified in the TEI Program Specifications.</p> <p>List the relevant TEI program activity and service types below. To give a clear picture of the service being delivered please outline the activities you will undertake within each service type. Use the headings below:</p> <p>TEI Program Activity:</p> <p>TEI Service Types:</p> <p>Service Description:</p>	<p>The evidence in this column refers to interventions shown to improve the current situation.</p> <p>NB: As we are on a continuum of maturity with the TEI reform, in the first instance this column is not mandatory.</p> <p>We also acknowledge that there is limited evidence for some areas along the service continuum and it will take time to build.</p> <p>If you do have evidence, you would like to describe please include a summary here or attach more detailed information to the end of the document.</p>	<p>Outputs are measures of what you are doing, how much of it and with who.</p> <ol style="list-style-type: none"> 1. How many groups will you run? 2. How many people will attend the groups? 3. What are the demographics of those who attended? 	<p>A program logic is complemented by a theory (or theories) of change. Put simply, a theory of change describes why you expect an intended outcome to be achieved through your actions. A program has only one logic, but it can have many theories – depending on the number of activities and complexity of the service being delivered. It is good practice to draw on research literature to develop your theory of change. It is generally communicated in narrative-style.</p> <p>This column brings the elements of your program logic into a clear logical statement. It is a ‘check’ that together, your activities and outcomes make sense and flow on from one another.</p> <p>NB: As we are on a continuum of maturity with the TEI reform, in the first instance, this column is not mandatory.</p>	<p>Choose the outcome domain/s and TEI program client outcomes that your activities and services link to (Section 2 TEI Outcomes Framework) and describe what the specific outcome will be.</p> <p>Social and Community</p> <ul style="list-style-type: none"> • Increased participation in community events • Increased sense of belonging to their community <p>Empowerment</p> <ul style="list-style-type: none"> • Increased client reported self-determination <p>Education and Skills</p> <ul style="list-style-type: none"> • Increased school attendance and achievement <p>Economic</p> <ul style="list-style-type: none"> • Sustained participation in employment <p>Safety</p> <ul style="list-style-type: none"> • Reduced risk of entry into the child protection system <p>Health</p> <ul style="list-style-type: none"> • Improved health of children and young people • Improved parental health <p>Home</p> <ul style="list-style-type: none"> • Sustained safe and stable housing



2.2 Measuring and reporting client outcomes

In the TEI program, client outcomes are the changes that occur for clients/communities as a result of service delivery. They can be changes in attitude, values, behaviours or conditions.

The Data Exchange enables us to measure client and community outcomes and client satisfaction consistently across the TEI program by using SCORE.

2.2.1 Overview of SCORE

SCORE stands for 'Standard Client/Community Outcomes Reporting'. It is an outcomes reporting tool that helps show the impact of service delivery. SCORE is not a clinical evaluation tool and may be used differently by different organisations.

In the Data Exchange, there are four different types of SCORES.

- **Circumstances SCORE** – measures changes in client circumstances, e.g. mental or physical health, material wellbeing and situation.
- **Goals SCORE** – measures progress in achieving specific goals, e.g. adapting behaviours, developing skills, increasing confidence.
- **Satisfaction SCORE** – measures in the client is satisfied with the service they received.
- **Community SCORE** – measures change for a group or community, e.g. social cohesion, community's ability to respond client's needs, organisational knowledge and skills.

Circumstances, goals, and satisfaction SCOREs are used for individual clients. Community SCORE is used for groups or community activities.

Each type of SCORE has different domains. Descriptions of these domains are in Chapter 7 of the [Data Exchange Protocols](#).

- Circumstance SCORE domains:
 - physical health
 - mental health, wellbeing and self-care
 - personal and family safety
 - age-appropriate development
 - community participation and networks
 - family functioning
 - financial resilience
 - employment
 - education and skills training
 - material wellbeing and necessities
 - housing
- Goals SCORE domains:
 - knowledge and access to information

- skills
 - behaviours
 - empowerment, choice and control to make own decisions
 - engagement with support services
 - impact of immediate crisis
- Satisfaction SCORE domains:
 - 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
 - Community SCORE domains:
 - group or community knowledge, skills, attitudes and behaviours
 - organisational knowledge, skills and practices
 - community infrastructure and networks
 - social cohesion

Service providers do not need to collect and report information on all these domains. When reporting in the Data Exchange, service providers must choose the domain(s) that are most relevant to the outcomes they are trying to achieve.

How to conduct a SCORE assessment

To conduct a SCORE assessment you can:

1. use SCORE directly
2. use validated instruments and translate the result into SCORE
3. use your own in-house tools, and translate these to SCORE to report into Data Exchange
4. use a combination of the above, depending on the service you provide and what works best for your clients.

See 2.2.2 for more information about these methods.

Each SCORE is captured at the session level in the Data Exchange and is reported using a five-point rating scale. This provides a consistent and comparable way to translate outcomes across programs.


When to record a SCORE

Circumstance and Goal SCOREs should be recorded at least twice:

1. at the most appropriate time after service delivery begins
2. at the end of service delivery or at regular intervals through service delivery, to track a client's progress.

Satisfaction SCOREs should be recorded at least once, towards the end of service delivery.

Community SCOREs can be recorded three different ways. Service providers can:

- 
- Record SCOREs twice, once towards the beginning of service delivery and again at end of service delivery
 - For example: you could collect pre- and post-SCOREs in a single sector development workshop or for other group activities
 - Record SCORE once, towards the end of one-off service delivery
 - For example: you may determine a Community SCORE at the end of a one-off event
 - Record SCOREs at regular intervals throughout service delivery
 - For example: you may run a series of workshops or information sessions. You could determine a Community SCORE for each session and record this at the end of each session.

The way you record Community SCORE will depend on type of activity and what is practical. Service providers should use their professional judgement to determine what works best for them.

We are working with DSS to determine the best way to report Community SCOREs. The information here may change as we learn more about Community SCORE and how it can be used in the TEI program.

Who can determine a SCORE?

A SCORE may be determined by:

- the practitioner or worker's assessment
- a client's self-assessment
- a joint assessment between the client and practitioner
- a support person

Services should decide what is most appropriate for their service.


2.2.2 How to conduct a SCORE assessment

Using SCORE directly

You can use SCORE directly to collect and report outcomes in the Data Exchange. This approach is well suited to organisations that do not have an existing outcomes measurement tool and are moving towards outcomes measurement.

Clients (or support persons) can conduct a self-assessment with the Data Exchange's ['How to use SCORE with Clients'](#) survey tool. This is a plain English version of SCORE. It includes circumstance, goal, and satisfaction SCOREs. You can print this document or copy the questions for relevant domains into your own template or existing survey. You can simplify the questions further if appropriate for your service.

Practitioners or workers can conduct an assessment using the SCORE matrixes in the Data Exchange protocols. You can use these matrixes to determine if the client's circumstances have changed or if they have made



progress (see Tables 3 and 4 in the Data Exchange). You should use your professional judgement to determine where a client sits on the 5-point rating scales.

Use validated instruments in the SCORE translation matrix

A validated tool is an instrument that has been demonstrated by research and rigorous testing to be sufficiently reliable, valid and sensitive.

DSS developed a [SCORE Translation Matrix](#) to help organisations translate commonly used validated instruments into SCORE. These instruments include:

- Personal Wellbeing Index (PWI)
- Child Neglect Index (CNI)
- Edinburgh Postnatal Depression Scale (EPDS)
- Growth and empowerment measure (GEM)
- Kessler Psychological Distress Scale (K10)
- Outcome Rating Scale (ORS)
- Parenting, Empowerment and Efficacy Measure (PEEM)
- Sessions Rating Scale (SRS)
- Strengths and Difficulties Questionnaire (SDQ)
- Carers Star (CS)

Links to these tools are provided for reference at Appendix A.

Using in-house outcome measurement tools

Questionnaires and scales developed by practitioners within a specific service are called in-house tools. They may or may not be validated.

We suggest service providers use the template for translating in-house instruments in the [SCORE Translation Matrix](#). This will ensure all organisations collect outcomes data in a standardised way.

Validated measurement tools for Aboriginal and Culturally and Linguistically Diverse clients

Currently there is not a wide range of validated tools available for Aboriginal or Culturally and Linguistically Diverse (CALD) clients. The Growth and Empowerment Measure is a tool developed by Aboriginal people for Aboriginal people.² The Personal Wellbeing Index has been translated into multiple languages. Researchers are currently working to develop a valid cross-cultural instrument.³

Service providers are encouraged to use professional judgement when deciding how best to measure and report outcomes through the Data Exchange. This may include using an in-house tool, or an adapted validated instrument. As part of the continuous improvement cycle, services will be

² Haswell, M., Kavanagh, D., Tsey, K., Reilly, L., Cadet-James, Y., Laliberte, A., et al. (2010). Psychometric validation of the Growth and Empowerment Measure (GEM) applied with Indigenous Australians. *Australian and New Zealand Journal of Psychiatry*, 44, 791–799.

³ Australian Centre on Quality of Life: <http://www.acqol.com.au/instruments> (accessed 04 November 2019)

able to test and refine outcome measurement tools to ensure they are culturally appropriate for clients.

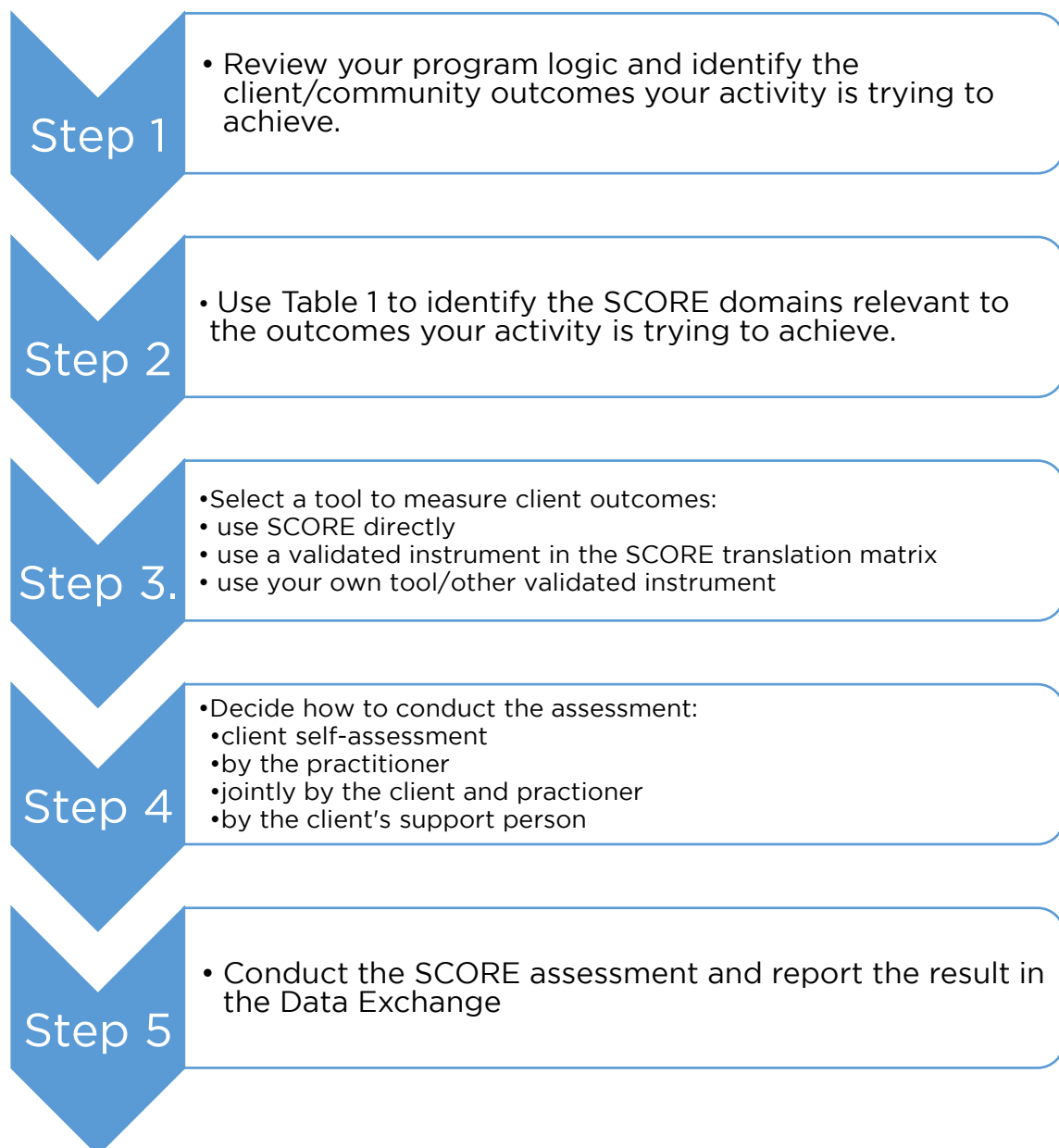
2.2.3 Reporting outcomes in the Data Exchange

Services are encouraged to collect and report client/community outcomes in a way that best suits their own unique service delivery context.

Figure 2 outlines the basic steps you should follow to decide how to collect and report client/community outcomes in the Data Exchange.

See Figure 3 for a practical example.

Figure 2: Measuring outcomes decision-making process



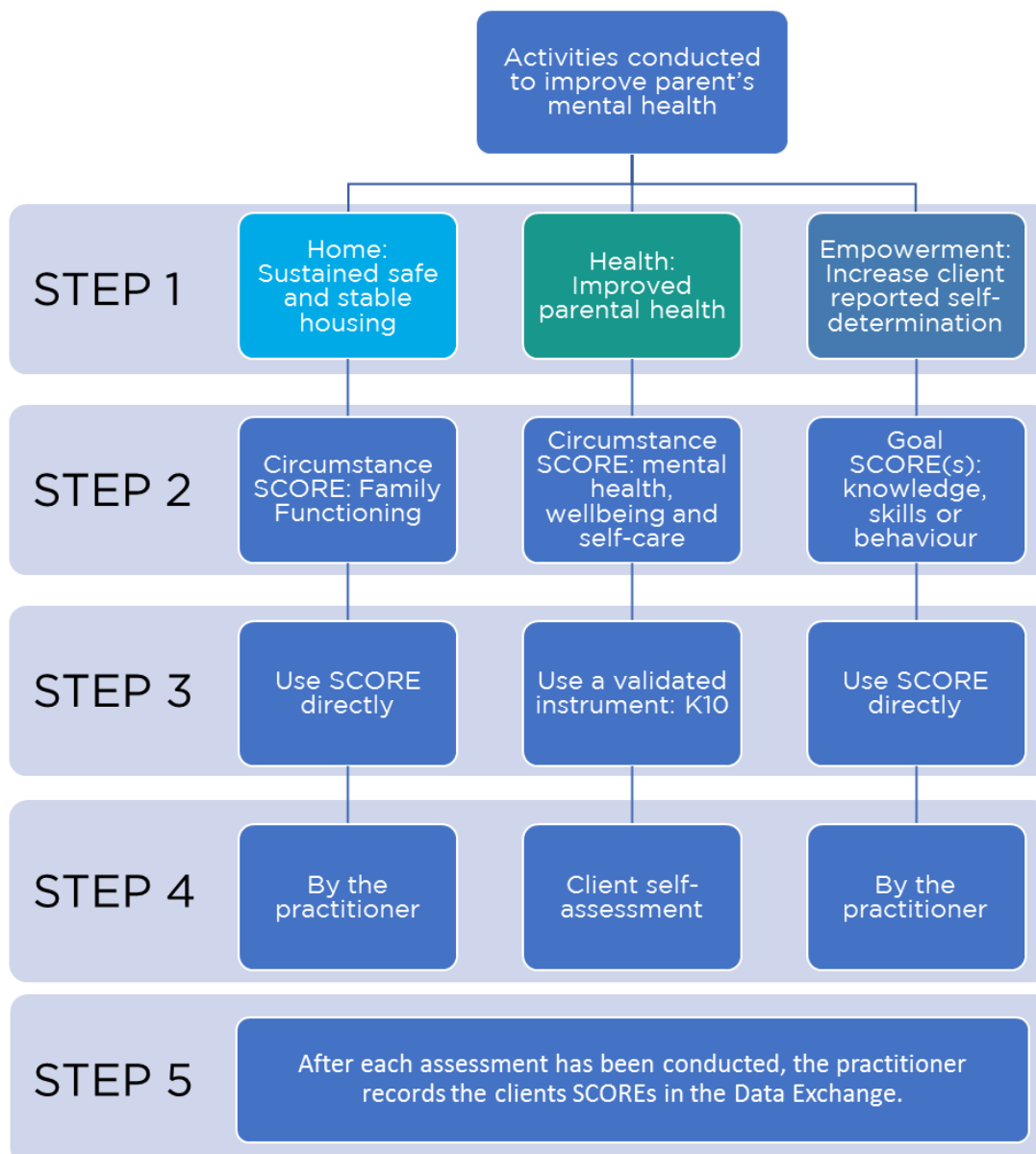
In this example, a service conducts activities that aim to improve parents mental health. They review Table 1 and identify two circumstance domains that are relevant their activities: 'family functioning' and 'mental health, wellbeing and self-care'. The service provider also expects that there will be a change in the parent's knowledge, skills or behaviours (Goal SCOREs).

They will use different tools to measure these outcomes. They already use the Kessler Psychological Distress Scale (K10) with their clients to measure mental health. This is a self-assessment completed by the client. They use the SCORE translation matrix to translate the client's result into SCORE.

They decide to use SCORE directly to measure family functioning and the clients goals. The practioner will conduct these assessments based on their observations of the client throughout their activities.

The clients SCOREs are recorded in the Data Exchange. The service provider will conduct these assessments at least twice to collect pre- and post-SCOREs.

Figure 3: Example of measuring outcomes decision tree





3. TEI performance monitoring and reporting

Service providers must report their TEI service delivery outputs and client/community outcomes in the Data Exchange. This will enable us to monitor performance to ensure service providers are meeting their contractual obligations.

Performance monitoring will also help service providers understand whether their activities have a positive effect on clients' lives. This is essential for quality improvement. It will demonstrate which interventions are most effective, where innovation is required and what support is required to change practices.

3.1 TEI reporting requirements

All TEI service providers are required to report data through the Data Exchange in accordance with [The Data Exchange Protocols](#) and [Program specific guidance for State Agencies in the Data Exchange \(Appendix B\)](#).

All TEI services must participate in the Data Exchange **partnership approach**. This means you must report an extended dataset and record client and community outcomes through SCORE.

You must opt in to the Partnership approach. See the DSS resource [Update participation in the Partnership Approach](#) for more information.

The data you must collect and report in Data Exchange includes:

- client demographic data
- client need data
- client or community/group outcomes data
- client satisfaction data.

See Tables 4 and 8 for an overview of the minimum dataset for each service stream in the TEI program.

Section 3.1.1 and 3.1.2 provide more information about the reporting requirements for each service stream. This information is a guide to ensure enough information is collected to support continuous improvement. It is vital that service delivery is client-centred, and not driven by a need to comply with data reporting guidelines.

3.1.1 Community strengthening stream reporting requirements

The minimum data set service providers are expected to report for the Community Strengthening stream is in Table 4. Please note that additional data can be recorded in the Data Exchange, but it is not mandatory for the TEI program.

See Table 5 for an example of the minimum dataset for 'holding a community event'.

Additional examples are available in our tip sheet: [What information do I need to enter in the Data Exchange for the Targeted Earlier Intervention Program?](#)

Recording unidentified groups and individual clients

We expect that services within the Community Strengthening stream will have a number of unidentified clients. These clients will be reported in the Data Exchange as unidentified groups. Table 2 outlines what proportion of clients we expect will be unidentified groups and individual clients in the Community Strengthening stream.

Table 2: Proportions of unidentified groups and individual clients to be recorded in the Community Strengthening Stream

	Unidentified groups	Individual Clients
Develop community connections	75% or less of clients will be recorded as unidentified groups	25% or more of clients will be recorded as individual clients
Provide a community centre	50% or less of clients will be recorded as unidentified groups	50% or more of clients will be recorded as individual clients
Provide community support	50% or less of clients will be recorded as unidentified groups	50% or more of clients will be recorded as individual clients

Please note:

- Services will not be penalised if they cannot meet these requirements. We understand that it may not be practical, possible, or appropriate to collect information from individual clients for many of the service types in the Community Strengthening stream.
- Individual clients only need to be recorded when it is relevant to the service you deliver. For example, we do not expect individual client information (demographic and need data, client SCOREs) will be collected from people attending one-off community events. In this example, it would be more appropriate to record the number of unidentified (group) clients and a Community SCORE.

Recording SCORE

The TEI program is part of the Data Exchange Partnership Approach. This means we agree to report SCORE information for the majority of our individual/group clients. Table 3 outlines the proportion of clients we need to record SCOREs for.

Table 3: Recording SCORE in the Community Strengthening Stream

Circumstance SCORE	An initial and at least one subsequent Circumstance SCORE for at least 50% of individual clients
Goals SCORE	An initial and at least one subsequent Goals SCORE for at least 50% of individual clients
Satisfaction SCORE	At least 10% of individual clients, per reporting period
Community SCORE	The majority of group or community activities where it is not feasible to record SCORE for individual clients*

Please note:

- We encourage service providers to collect SCORE information, where appropriate, from a larger proportion of clients to ensure their sample is representative.
- Services will not be penalised if they cannot meet the 50% requirements if a genuine attempt has been made to record client outcomes.
- Services will not be penalised if they are unable to collect follow up SCOREs. We understand there are circumstances where this may not be possible, e.g. clients unexpectedly leaving a service.

Table 4: Community strengthening stream minimum dataset

Community Strengthening Stream Minimum Dataset			
Service Delivery Information	Client Demographics and Need	Client Outcomes and Satisfaction**	Community Outcomes**
<p>Case level:</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>Session level:</p> <ul style="list-style-type: none"> Session ID Session date* Service type* Total number of unidentified clients attended session Client/support persons attended 	<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***</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>

Individual client data, including SCORE, only needs to be recorded if it is relevant to your activities.

*These are part of the Data Exchange’s priority requirements. It is mandatory that we provide this information.

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

*** There are exceptions to this rule. There may be some services where it is not necessary to record both Circumstances and Goals SCOREs. We encourage service providers to record SCOREs that are relevant and meaningful to their service.

Community Strengthening Stream Minimum dataset

Example: hosting a 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.

In the service provider's program logic, they identify the Social and Community domain as most relevant to their activity (shown in Table 1). They decide it is not practical to record individual client information at their community event. Instead, they record a Community SCORE in the 'social cohesion' domain.

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.

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.

Table 5: Hosting a community event example

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.	

3.1.2 Wellbeing and Safety stream reporting requirements

The minimum dataset service providers are expected to report for the Wellbeing and Safety Stream is in Table 8. Please note that additional data can be recorded in the Data Exchange, but it is not mandatory for the TEI program.

See Table 9 for an example of the minimum dataset for a supported playgroup.

Additional examples are available in our tip sheet: [What information do I need to enter in the Data Exchange for the Targeted Earlier Intervention Program?](#)

Recording unidentified groups and individual clients

We expect that services within the Wellbeing and Safety stream will only report individual clients. The services provided in this stream generally provide face-to-face support where clients are known to the service. Therefore it is expected that none of your clients should be recorded as unidentified 'group' clients in each reporting period (see Table 6).

Table 6: Proportions of unidentified groups and individual clients to be recorded in the Community Strengthening Stream

	Unidentified groups	Individual Clients
Provide targeted support	Due to the nature of the work in this stream, it is not anticipated that services will report any unidentified groups.	100% of clients will be recorded as individual clients
Provide intensive or specialist support	Due to the nature of the work in this stream, it is not anticipated that services will report any unidentified groups.	100% of clients will be recorded as individual clients

Please note:

- We understand that it may not always be possible or appropriate to collect individual client information. The proportions above are a guide only.
- There may be some group-based activities where it is more appropriate to record an unidentified group and a Community SCORE. For example, in a group parenting program, some clients may not feel comfortable disclosing personal and sensitive information.

- You should use your professional judgement and experience working with your clients to determine if/when to collect this individual client information.

Recording SCORE

The TEI program is part of the Data Exchange Partnership Approach. This means we agree to report SCORE information for the majority of our individual/group clients. Table 7 outlines the proportion of clients we need to record SCOREs for.

Table 7: Recording SCORE in the Community Strengthening Stream

Circumstance SCORE	An initial and at least one subsequent Circumstance SCORE for at least 50% of individual clients
Goals SCORE	An initial and at least one subsequent Goals SCORE for at least 50% of individual clients
Satisfaction SCORE	At least 10% of individual clients, per reporting period
Community SCORE	The majority of group or community activities where it is not feasible to record SCORE for individual clients*

Please note:

- We encourage service providers to collect SCORE information, where appropriate, from a larger proportion of clients to ensure their sample is representative.
- Services will not be penalised if they cannot meet the 50% requirements if a genuine attempt has been made to record client outcomes.
- Services will not be penalised if they are unable to collect follow up SCOREs. We understand there are circumstances where this may not be possible, e.g. clients unexpectedly leaving a service

Table 8: Wellbeing and safety stream minimum dataset

Wellbeing and Safety Stream Minimum Dataset		
Service Delivery Information	Client Demographics and Need	Client Outcomes and Satisfaction**
<p>Case level:</p> <ul style="list-style-type: none"> • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with case (estimate) • Attendance profile** • Clients attached to the case <p>Session level:</p> <ul style="list-style-type: none"> • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Client/support persons attended 	<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:</p> <p>One or more Circumstances SCORE domains for at least 50% of clients</p> <p>AND***</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>

*These are part of the Data Exchange’s priority requirements. It is mandatory that we provide this information.

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

*** There are exceptions to this rule. There may be some services where it is not necessary to record both Circumstances and Goals SCOREs. We encourage service providers to record SCOREs that are relevant and meaningful to their service.

Wellbeing and Safety Stream Minimum dataset

Example: 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.

In the service provider's program logic, they identified the empowerment (for the parent) and education and skills (for the child) domains as most relevant to their activity. They review the short-term indicators from the Data Exchange (shown in Table 1) to determine how to measure these outcomes. They record a Circumstance SCORE in the 'age-appropriate development' domain for the child. For the parent, they use the Parental Empowerment and Efficacy Measure (PEEM) to measure changes in the parent's attitudes and behaviours. The SCORE translation matrix recommends this is reported in the Goals SCORE 'behaviours' domain.

Table 9: Supported playgroup example

Case data	Case ID	First Time Mums Playgroup
	Outlet*	Laverton Community Services
	Program activity*	Targeted Support
	Total number of unidentified clients associated with case	Not applicable
	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
Client demographic data	Client ID	A001
	Given Name*	Jennifer
	Family Name*	Asof
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	25/02/1994
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/evaluation*	No
Residential address*	Laverton, VIC, 3028	

	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	Sole parent with dependent(s)
	Referral source	Friends
	Reasons for seeking assistance	Age-appropriate development
	Referral to other services	Client was NOT referred to another service
	Client Outcomes data	SCORE type
Assessed by		Validated outcomes tool - client
SCORE Domain and Rating		Behaviours - 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	3
	I am better able to deal with issues that I sought help with	3

3.2 Transferring Data to the Data Exchange

Service providers can transfer their data to the Data Exchange in three ways:

1. system-to-system transfer
2. bulk XML file upload
3. enter data directly via web platform

Refer to Data Exchange fact sheets and learning modules:

[Data Exchange Web Services Technical Specifications](#)

[Data Exchange Bulk File Upload Technical Specifications](#)

[Data Exchange Bulk XML upload learning module](#)

[Data Exchange IT webinar](#)

3.3 Frequency of reporting

TEI service providers must report data for two six monthly reporting periods each year. This is in accordance with the Data Exchange reporting periods:

- reporting period 1: from 1 July to 31 December
- reporting period 2: from 1 January to 30 June

Service providers have an extra 30 days at the end of each reporting period (known as closing periods) to finalise their data entry and to quality check their data

Service providers can enter data at any time within a reporting period and are encouraged to do so regularly. Frequent reporting will assist service providers to access data regularly to inform continuous service improvement.

3.4 Data Exchange reports

The Data Exchange has a self-service reporting function that allows organisations to access a series of reports. These reports reflect the information submitted by organisations.

Reports can be accessed through the 'access MyDEX reports' button in the Data Exchange portal.

The content of reports is refreshed every 24 hours. This means the more regularly a user enters their data, the more relevant their reports will be.

Organisations are free to share their reports and the information they contain. DCJ staff with access to reports for performance assessment requirements will only share and discuss the contents of these reports with the authorised delegate from the agency, as per contractual agreement.

Standard self-service reports

These reports cover the mandatory priority data submitted by the organisation during a reporting period. For a current open reporting period the report will refresh every 24 hours to allow near real-time access to information.

The following reports are available:

- **Organisation overview** provides information about the organisation's service delivery. It includes information about clients, outlets, service types and patterns of service delivery.
- **Organisation data quality** highlights key data quality issues to assist organisations to improve and/or maintain data quality.



Partnership Approach reports

As TEI services are part of the Partnership Approach, they have access to a number of additional reports. These reports include data in the standard reports, extended data, client and community outcomes data and population-level datasets. They provide valuable insights into service delivery and enable organisations to analyse information most relevant to them.

The following reports are available:

- **Service footprint report** provides a roadmap of clients accessing services. This shows how far clients travel to services and how many clients an organisation has supported within the local and out-of-area regions. Organisations can use this information to better target their services and demonstrate community need.
- **Resource planning report** provides an overview of trends in service delivery. This will assist organisations in business planning and demonstrate to funding agencies the peaks in service delivery.
- **Community profiles report** combines population-level datasets to show a comprehensive picture of selected communities. It is based on location and themes that match SCORE outcomes. Note: there is no Data Exchange data reported by organisations in this report.
- **Client outcomes report** demonstrates the SCORE outcomes reported, and how they may change over time or between program activities. Outcomes are recorded for individual clients in circumstances, goals and satisfaction.
- **Community outcomes report** will be released at a later stage and will reflect outcomes achieved by community services and groups.

3.5 Consent and privacy

All service providers must obtain client consent before storing personal information in the Data Exchange. In the Data Exchange, personal information is the client's first name, last name and street-level address details.

When consent is not given, the client's personal information is not stored in the Data Exchange. In these cases, organisations can only see demographic data and will need to keep a record of the client ID to update the client's record for future sessions.

Data collected through the Data Exchange is de-identified. This means that DCJ or DSS will not see a client's personal information, even when they consent to their data being stored on the Data Exchange. This de-identified data is used for policy development, program administration, research, and evaluation purposes only. The Data Exchange is interested in trends at the program level, not individual clients.

Refer to Data Exchange factsheets for further information:

[Data Exchange Information for organisations about consent](#)

[Data Exchange Information for clients about privacy](#)

4. Accessing the Data Exchange

Table 10: Steps to accessing the Data Exchange

Step	Description
1. Access the Data Exchange training material	<ul style="list-style-type: none"> All users should become familiar with Data Exchange Protocols and Program specific guidance for State Agencies in the Data Exchange (Appendix B). Task cards, webinars and e-Learning modules are available under training on the Data Exchange website.
2. Obtain AUSkey	<ul style="list-style-type: none"> AUSkey is a secure login that identifies you when using government online services, including the Data Exchange. See AUSkey Registration Guide for information. Contact Australian Business Register to apply for an AUSkey or to find out more information.
3. Determine upload method	<ul style="list-style-type: none"> Services can upload data in three ways: system-to-system, bulk XML upload or manually via the Data Exchange portal. Direct your IT vendor or specialist to Web services technical specifications (system-to-system transfers) and Bulk file upload technical specifications. The Log into Data Exchange portal task card will help with initial access to Data Exchange.
4. Complete access request form	<ul style="list-style-type: none"> Choose a Data Exchange Administrator in your organisation who will manage user access. The Data Exchange Administrators need to complete a User Access Request Form and submit this to the Data Exchange Helpdesk. TEI services need to add “TEI Program” in the field ‘Funding Identifier.’
5. Start entering data	<ul style="list-style-type: none"> Add your clients, cases and sessions regularly within the reporting periods (from 1 July to 31 December and 1 January to 30 June). Data to be reported includes Priority requirements data (clients / communities and activities), Partnership approach data (extended demographics; client needs and referral reasons) and Standard Client/Community Outcomes Reporting (SCORE) – (client goals, client circumstances, client satisfaction, community or group outcomes) See Importance of data quality and Privacy Brochure to help clients understand privacy arrangements.
6. Subscribe to updates	<ul style="list-style-type: none"> We recommend you subscribe to the Data Exchange mailing list and TEI Newsletter to remain informed.

Step	Description
7. Get more info	<ul style="list-style-type: none"> • Contact your District Commissioning & Planning Officer (CPO) for contracting queries. • Contact TEIReform@facsnsw.gov.au for TEI program queries. • Contact DSS Helpdesk for general Data Exchange enquiries or assistance with setting up system access, including the web-based portal via dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 between 8.30am - 5.30pm Mon-Fri.

5. Continuous improvement

Aggregated data collected through the Data Exchange becomes part of an information sharing network. This helps improve service delivery and increases our understanding of the overall outcomes being achieved for individuals, families and their communities. Service providers can use the Data Exchange to learn more about client pathways, compare and evaluate delivery models, and make improvements to services.

Service providers are encouraged to collect and share client and community feedback on a regular basis. This will help you learn more about what is working, who its working for, where its working and why. You can then act on these insights to improve your service.

Service providers are encouraged to collect information outside of the Data Exchange minimum dataset if it supports continuous quality improvement. For example, you may already be collecting information regarding client outcomes and experience. This information may or may not be relevant for reporting purposes in the Data Exchange. You can continue collecting all of this information, even though it might not be reported in the Data Exchange, as it supports continuous improvement.


Services are also encouraged to share key learnings externally, including with DCJ Districts, other agencies and governance groups.

Where appropriate, you can inform clients and communities how their feedback has impacted service delivery. This will show their concerns have been heard by the service and can help increase engagement.

5.1 The role of qualitative information

We encourage you to collect qualitative information, even though it cannot be reported in the Data Exchange. This information will support continuous service improvement and discussions with DCJ Commissioning and Planning Officers.

Qualitative information helps us better understand underlying reasons, opinions, and motivations. It helps us to uncover trends in thoughts and



opinions, and dive deeper into the problem. Common qualitative methods include focus groups, interviews and open-ended surveys.

Service providers can collect qualitative information in a way that best suits their unique service delivery context. However, to reduce burden on clients and to ensure you gain the most useful qualitative information, we suggest asking the following questions:

- How did the program/event/activity impact you?
- What did you like best about the program/event/activity and why?
- What did you like the least about the program/event/activity and why?

5.1.1 TEI templates for collecting qualitative information

We understand the information reported through the Data Exchange cannot capture the entire story. To support continuous improvement and to guide conversations with Commissioning and Planning Officers, templates have been developed to help you describe:

- a) client case studies
- b) staff practice
- c) the narrative behind the data

Completing these templates is OPTIONAL. It will NOT be reported through the Data Exchange.

Client case study - most significant change

The ‘most significant change’ involves service providers discussing clients (individuals or groups) and deciding who had the most significant change in knowledge, attitudes, behaviours or circumstances and why. This process can be helpful for understanding how and when change occurs. The template can be found in **Appendix B**.

This process is not just about collecting and reporting stories, but about learning from the stories. It involves three basic steps:


1. decide the type of stories that should be collected (e.g. stories about empowerment or changes in behaviour)
2. collect the stories and decide which stories are the most significant
3. share stories with contributors and stakeholders to encourage discussion and learning

Staff practice - most significant change

This is the same process as outlined above. However, instead of being client-focused, it is focused on staff within the service. It examines what lessons were learnt during a period of time and how it has impacted service delivery. The template can be found in **Appendix C**.

Narrative behind the data





This is a chance to review the information that has been reported through the Data Exchange and explain what it means. The template can be found in **Appendix D**.

For example, parents may start a parenting program feeling very confident in their knowledge on the content and rate themselves accordingly. After finishing the program, parents may then feel they actually knew less than they thought because they learnt so many new things in the program. They now rate themselves lower than when entering the program. When reporting time comes, it looks like parents are being negatively impacted by the program.

Appendix A. Links to information about validated instruments translated into SCORE

Child Neglect Index (CNI)

www.researchgate.net/Development_and_Preliminary_Evaluation_of_the_Ontario_Child_Neglect_Index

Carers Star (CS)

<http://www.outcomesstar.org.uk/using-the-star/see-the-stars/carers-star/>

Edinburgh Postnatal Depression Scale (EPDS)

psychology-tools.com/epds/

Growth Empowerment Measure (GEM)

Email Melissa.Haswell@qut.edu.au

Kessler Psychological Distress Scale (K10)

hcp.med.harvard.edu/ncs/k6_scales.php and

<http://www.abs.gov.au/ausstats/abs@.nsf/lookup/4817.0.55.001Chapter92007-08>

Outcome Rating Scale (ORS)

scottdmiller.com/the-outcome-and-session-rating-scales-support-tools/.

Parental Empowerment and Efficacy Measure (PEEM)

tandfonline.com/doi/abs/10.1080/0312407X.2014.902980

Personal Wellbeing Index (PWI)

<http://www.acqol.com.au/instruments>.

Strengths and Difficulties Questionnaire (SDQ)

sdqinfo.com/.

Sessions Rating Scale (SRS)

scottdmiller.com/the-outcome-and-session-rating-scales-support-tools/.



Appendix B. Client case study – most significant change template

1. Please describe the type of change identified. This could include changes in knowledge, attitude, behaviour or circumstance in at least one domain of the Human Services Outcomes Framework. (100 words max)
2. How do you think this change was supported to occur by your service? (100 words max)
3. What did the organisation learn from this example? (100 words max)



Appendix C. Staff Practice – most significant change template

1. Please describe the type of change experienced. This could include changes in knowledge, attitude, behaviour or circumstance. (100 words max)
2. Why do you think this change occurred? (100 words max)
3. How did this impact the way you work? (100 words max)



Appendix D. Narrative behind the data

1. What Service Type data would you like to explore and why? (100 words max)

Example: family capacity building, SCORE family functioning and goal results as well as satisfaction. It looks like the program had a negative impact on some clients, however their satisfaction scores show otherwise.

2. What is the narrative behind the data (Max 100 words)?