Data Collection and Reporting

Guide for the Targeted Early Intervention program

May 2023

NSW GOVERNMENT

Table of Contents

Introduction

This document outlines the data collection and reporting practices for the Targeted Earlier Intervention (TEI) program in the Department of Communities and Justice (DCJ).

It provides an overview of:

- the Data Exchange
- the reporting requirements for the TEI program
- consent and privacy obligations
- how to measure and report client outcomes
- using qualitative data in the TEI program
- using data to improve service delivery and client outcomes

This document should be read in conjunction with The Data Exchange Protocols.

> **Note:** This is a living document and it will be updated as needed. Please refer to the TEI website for the latest version.

The Targeted Earlier Intervention Program

The Targeted Earlier Intervention Program delivers flexible support to children, young people, families and communities experiencing, or at risk of vulnerability. Importantly, it seeks to prevent risk from escalating and ensures that risk factors leading to child abuse and neglect are addressed early.

The TEI program has two streams of support:

- **Community Strengthening Stream** connects members of a community experiencing or at risk of vulnerability with their broader community and strengthens the community as a whole. These services often provide a soft entry to other services and seek to create more inclusive, supportive, safe and empowering communities.
- **Wellbeing and Safety Stream** supports children, young people and families with targeted or intensive support where they are experiencing identified vulnerability.

The Data Exchange

The Data Exchange is the primary data reporting platform for the TEI program. It is a web-based platform hosted by the Department of Social Services (DSS).

The Data Exchange has the flexibility to capture information across the entire TEI continuum. It will support DCJ and TEI-funded services to work together to deliver quality services and achieve client and community outcomes. We can use the data reported in the Data Exchange to:

- monitor performance and progress
- have a clear understanding of the TEI client base
- track client pathways through the service system
- measure the impact we have on client and community outcomes
- be responsive to changing local needs

Over time, the Data Exchange will help build a robust data set and a strong evidence base for the TEI program. The Data Exchange will inform continuous improvement and help us to evaluate the TEI program.

TEI reporting requirements

In the TEI program, reporting in the Data Exchange is mandatory from the 1 January 2021.

All TEI service providers are required to report data through the Data Exchange in accordance with The Data Exchange Protocols and this document.

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. It will also help service providers understand whether their activities have a positive effect on clients' lives.

Reporting periods and deadlines

In the Data Exchange there are two reporting periods (see Table 1). Each reporting period has a 30-day closing period to finalise and check the quality of your data. All data must be finalised by the end of the closing period.

Table 1. Reporting periods and deadlines

Reporting period	Closing period
1 July – 31 December	Ends 30 January
1 January – 30 June	Ends 30 July

If you miss these deadlines, you can submit a System Re-opening Request form to DSS.

Requests to re-open the system are only accepted if your organisation has experienced a crisis or event outside of your control (e.g. natural disaster) that has impacted your ability to enter your data. Internal governance issues, staff changes, lack of time etc. are not valid reasons accepted by DSS to re-open the system.

You should consult with your DCJ Commissioning and Planning Officer (CPO) before submitting a request.

Need help accessing the Data Exchange?

See Getting onto the Data Exchange for detailed steps on how to access the Data Exchange platform.
To access the Data Exchange, you must:

a) Set up a myGovID account: myGovID is your digital identity that lets you prove who you are to access government services online.
b) Link your myGovID to your organisation in Relationship Authorisation Manager (RAM)
c) Request access to the Data Exchange

Entering data in the Data Exchange

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.

Service providers can enter or upload their data in three different ways (see Table 2).

Table 2. Data entry methods

System-to-system transfers	Service providers with their own client management system capable of pushing data via web services through to the Data Exchange can continue using this software to collect and transfer their data. Service providers will need to update or adjust their system in accordance with the Data Exchange Web Services Technical Specifications.

Bulk file upload	Service providers with their own client management system capable of creating and exporting XML files can continue using this software to collect and transfer their performance data. Service providers will need to update or adjust their system in accordance with the Data Exchange Bulk File Upload Technical Specifications.
Enter data directly via web platform	Service providers can use the Data Exchange web-based portal to manually input their data. The web-based portal can be used as a basic case management system, although it only allows for data that is relevant to reporting. This option is available to all service providers.

All service providers, regardless of their upload method, will have access to the Data Exchange platform directly. This is useful for service providers with their own client management system who may need to enter or correct some data via the Data Exchange portal directly.

Need help getting started?

See the Quick start guide to the Data Exchange. This includes 11 key steps service providers should follow to access and start using the Data Exchange. It also includes a check list to keep track of your progress.

The TEI Minimum dataset

In the TEI program, there is a minimum dataset that all service providers must report. This dataset includes client details and demographic data, service delivery data and client and community outcomes data.

The TEI Minimum Dataset ensures enough information is collected to support continuous improvement of the TEI program.

See Table 3 for a full list of the data that must be reported in the TEI program. See Appendix 2 for a full list of the data fields and field values to be completed or uploaded into the Data Exchange.

Priority Requirements

In the Data Exchange, there is a small set of mandatory data items. These data items are marked with a red asterisk * in Table 3.

These data items capture the demographics of clients, how often clients attend services, where they attend and what services they receive. They also include client consent information.

For cases and sessions, it is mandatory that we provide this information. You cannot create a case or session if this information is missing.

For individual clients, it is mandatory that we ask clients these questions. If clients do not provide this information you can leave the field blank.

The Partnership Approach

The Partnership Approach is an extended dataset that services providers can report. In return, they are given access to extra self-service reports.

In the TEI program, it is mandatory for all service providers to participate in the Partnership Approach. The data items they must report are marked with two asterisks ** in Table 3. They include some demographic data, referral data and client/community outcomes data.

Service providers must manually opt into the Partnership approach. This is completed via the Data Exchange portal: Update participation in the Partnership Approach.

Note: All service providers have the option of recording additional data in the Data Exchange. For example, you can record a service setting or if an interpreter was present during a session. You can also record additional extended demographics, including a client's education level or employment status. See the Data Exchange Protocols for a full list of the data that can be reported. This additional data is **NOT** mandatory for the TEI program. At a minimum, service providers just need to report the information in Table 3.

Need help reporting the right data?

We understand that the data reported will vary across the TEI program depending on the services delivered. Service delivery must be client-centred, and not driven by a need to comply with reporting requirements. As such, it may not be necessary to report some information. Alternatively, some services may wish to report additional information.

For examples of what data to report for specific activities see:

What information do I need to enter in the Data Exchange for the TEI Program?

For an example of a client intake form see:

Example client intake form

Table 3. Targeted Earlier Intervention Minimum Dataset

Service Delivery Information	Client Details and Demographics	Client Outcomes and Satisfaction**	Community Outcomes**
Cases: • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with the case (estimate) • Attendance profile** • Clients attached to the case • Referral source** • Reasons for seeking assistance** **Sessions:** • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Referral type** • Referral purpose** • Client/support persons attended	**For individual clients only:** • 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**	**For individual clients only:** One or more Circumstances SCORE domains for at least 50% of clients **AND/OR** One or more Goals SCORE domains for at least 50% of clients **AND** One or more Satisfaction SCORE domains for at least 10% of individual clients, per reporting period	**For unidentified groups only:** One or more Community SCORE domains for majority of community or group activities Note: Community SCORE is recorded at the session level.

*These are part of the Data Exchange 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 and mandatory for TEI services to report. This information should be collected through intake forms or client-centred practice over time.

Who is a client in the TEI program?

A client is any person who receives a service as part of a TEI-funded activity that is expected to lead to a measurable outcome.

In the Data Exchange, we can record clients in two different ways. See Table 4.

Table 4. Who is a client in the TEI program?

Individual clients	We can collect client details and demographic information from clients. These clients will have a client record created for them in the Data Exchange. The person must receive a service under the TEI program, and that service must lead to a measurable outcome. Note: individual clients include de-identified clients (i.e. clients who have not consented to have their personal information stored in the Data Exchange). See page 29.
Unidentified group clients	We can record the number of people who participate in a service/activity. No identifying information is collected from these clients. Only the number of clients who participated in the activity is recorded. Clients should only be recorded as 'unidentified group clients' when it is not practical or possible to collect client details. For example, at a large community event. These clients must receive a service under the TEI program, and that service must lead to a measurable outcome.

In the TEI program, the type of clients you record will depend on the activities you deliver. In the Community Strengthening stream a large percentage of clients will be unidentified group clients. In the Wellbeing and Safety stream all clients will be individual clients.

Examples of activities with Individual clients	Examples of activities with Unidentified group clients
• Playgroups • Counselling • Parenting programs • Home visits/Case management • Men's/Women's/Youth/Parenting groups • School programs • Volunteer programs	• Community events • School holiday activities • Information session/seminar • Info/advice/referral in a community centre • Drop in centre • Food program/pantry • Interagency meetings

For some of the services you deliver, it will not be possible to record individual clients. However, all services should try to record individual clients were possible.

Where it is not possible to collect demographic data for individual clients (eg a program delivered in schools), this should be reported under a Program Activity in the Community Strengthening stream rather than the Safety & Wellbeing stream.

Service providers can record a combination of individual clients and unidentified group clients.

Table 5 outlines what percentage of clients should be unidentified group clients and individual clients for each TEI program activity. These percentages are a guide only. Services will not be penalised if they cannot meet these targets.

We understand that it may not always be practical, possible, or appropriate to collect client details and demographics from people. You should use your professional judgement and experience working with your clients to determine if/when to collect client details and demographics.

Table 5. Proportions of unidentified groups and individual clients

	Unidentified group clients	Individual Clients
Community Strengthening Stream		
Program Activity 1: Community connections	75% or less of clients will be recorded as unidentified group clients	25% or more of clients will be recorded as individual clients
Program Activity 2: Community centre	50% or less of clients will be recorded as unidentified group clients	50% or more of clients will be recorded as individual clients
Program Activity 3: Community support	50% or less of clients will be recorded as unidentified group clients	50% or more of clients will be recorded as individual clients
Wellbeing and Safety Stream		
Program Activity 4: 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
Program Activity 5: Intensive or specialist support		

Need help understanding which clients to report?

For more information about who a client is and how they should be reported see:

How do I set up my cases, sessions and clients in the Data Exchange?

This document answers common questions about clients. It also includes examples of different activities and how clients should be reported.

Service delivery information

Program Activities and Service Types

In the TEI program, there are 5 program activities that all our work must be reported under:

- Program Activity 1: Community Connections
- Program Activity 2: Community Centres
- Program Activity 3: Community Support
- Program Activity 4: Targeted Support
- Program Activity 5 Intensive or specialist support

Program activities are assigned to your organisation by DCJ in the Data Exchange. You will only have access to the program activities you have been contracted to deliver.

Under each program activity sits numerous service types. Service types are the activities you deliver directly to clients. Service providers must only report on the service types they are contracted to deliver. For a full list of service types see: TEI Program Specifications.

To report the services you deliver in the Data Exchange you need to create outlets, cases, and sessions.

Outlets

In the Data Exchange, an outlet is a location where a service took place or where staff travelled from to deliver a service.

Service providers must create their own outlets to identify where their activities are delivered. The outlets you create will depend on where you deliver your services and if your organisation holds multiple contracts. Outlets must also reflect the locations identified in your contract(s).

When you record your activities in the Data Exchange, you must identify the outlet an activity was delivered in.

Need help understanding how to set up your outlets?

For more information about how to set up outlets see:

Create and manage outlets

Setting up outlets in the Data Exchange

Service providers cannot begin reporting until they have set up their outlets.

Cases and Sessions

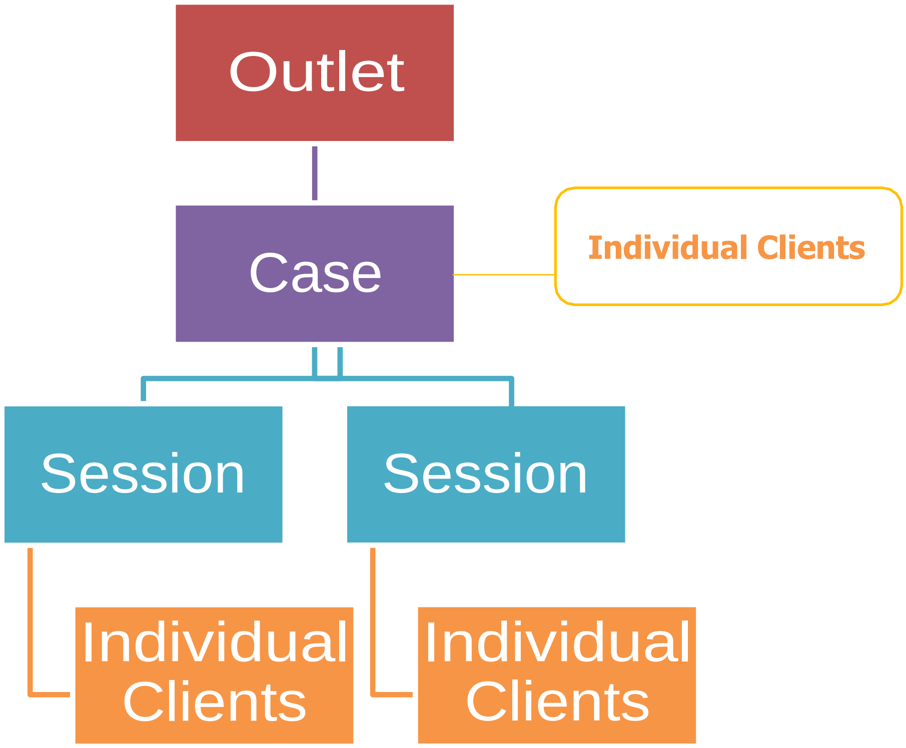
Case and sessions must be created to report the activities you deliver.

Cases act as containers – they group your sessions together. Cases link client and session data to location and program activity data.

A session is an individual episode of service (e.g. a home visit, a playgroup session, an event). Sessions are stored within cases. You can have an unlimited number of sessions within a case. Sessions tell us what activity was delivered, when and to whom.

Cases, sessions and clients are all interconnected in the Data Exchange (see Figure 1).

Figure 1. Outlets, Cases, Sessions and Clients



The way you set up your cases and sessions will depend on the type of activity you deliver. For most activities (e.g. events, playgroups, parenting groups), you will create a case per activity. For other activities (e.g. case work or counselling), you can create a case per client/family.

Need help understanding how to set up your cases and sessions?

For more information about how to set up cases and sessions see:

How do I set up my cases, sessions and clients in the Data Exchange?

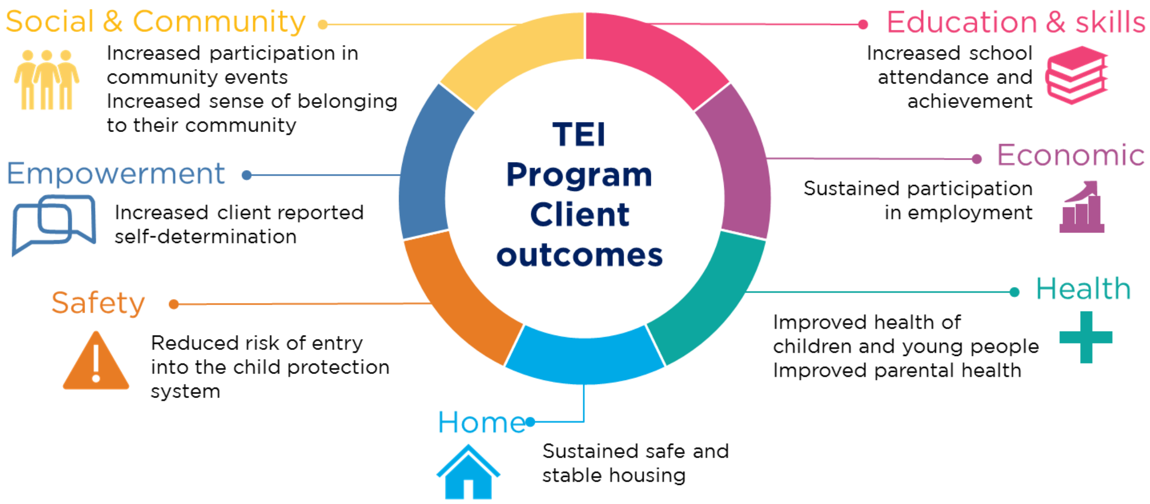
This document answers common questions about cases, session and clients. It also includes examples of different activities and how clients should be reported.

Measuring and reporting client outcomes

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

There are 9 high-level outcomes the TEI program is working towards (see Figure 2). These outcomes capture what the TEI program aims to achieve for children, young people, families and communities in NSW.

Figure 2. TEI Program Client Outcomes



The TEI program client outcomes align with the [NSW Human Services Outcomes Framework.]

Services funded under the TEI program sit within a diverse and complex human services system. TEI services contribute to outcomes for the families and communities they serve in many different ways. Often, the changes we see in our clients and communities are the result of a collective effort across the service system.

The outcomes service providers contribute to be identified in their individual contracts. To understand how each service provider contributes to these outcomes, we must report client and community outcome data in the Data Exchange. To do this, we must use SCORE.

What is SCORE?

SCORE stands for 'Standard Client/Community Outcomes Reporting'. It is an outcome reporting tool that helps report the impact of service delivery. In the Data Exchange, there are four different types of SCORE:

- **Circumstances SCORE:** measures changes in client circumstances.
- **Goals SCORE:** measures progress in achieving specific goals.
- **Satisfaction SCORE:** measures client satisfaction.
- **Community SCORE:** measures changes for groups or communities.

Each type of SCORE has different domains that can be used to report client outcomes (see Table 6). Descriptions of these domains are in the [Data Exchange Protocols.]

Table 6. SCORE

SCORE	Domains
Circumstances SCORE	• Physical health • Mental health, wellbeing and self-care • Personal and family safety • Age-appropriate development • Material wellbeing and necessities • Community Participation and Networks • Family Functioning • Financial resilience • Employment • Education and Skills training • Housing
Goals SCORE	• 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	• 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 the issues I sought help with
Community SCORE	• Group or community knowledge, skills, attitudes and behaviours • Organisational knowledge, skills and practices • Community infrastructure and networks • Social cohesion

SCORE uses a 5-point rating scale to report outcomes. The scale varies for each type of SCORE.

Circumstances SCORE 5-point scale

Circumstances SCORE is used to report if a client's circumstances have improved and what kind of impact they have on the client's overall wellbeing. For example: does the client's housing situation negatively impact their wellbeing?

1 Negative impact	2 Moderate negative impact	3 Middle ground	4 Adequate over the short team	5 Adequate and stable over the medium term

Goals SCORE 5-point scale

Goals SCORE is used to report a client progress in achieving their goals. For example: has the client's behaviour improved?

1 No progress	2 Limited progress with emerging engagement	3 Limited progress with strong engagement	4 Moderate progress	5 Fully achieved

Satisfaction SCORE 5-point scale

Satisfaction SCORE is used to report is clients are satisfied with the service they received. For example: does the client agree or disagree that the service listened to them and understand their issues?

1 Disagree	2 Tend to disagree	3 Neither agree nor disagree	4 Tend to agree	5 Agree

Community SCORE 5-point scale

Community SCORE is used to report changes in groups and/or communities. For example: has there been a change in social cohesion in a community?

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

See **Appendix 3** for the full SCORE scales.

How do the TEI program client outcomes align with SCORE?

Each of the 9 TEI program client outcomes can be mapped to one or more SCORE domains (see Table 8). For example:

- the TEI client outcome 'Increased participation in community events' maps to the Circumstance SCORE domain 'Community Participation and Networks'.
- the TEI client outcome 'Increased school attendance and achievement' could map to the Circumstances SCORE domain 'Age-Appropriate development' OR 'Education and Skills training'.

The Goals SCORE domains sit across all the TEI program client outcomes. This means they could be used to report any of the TEI client outcomes.

Service providers do not need to collect and report data for every SCORE domain. 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. At a minimum, service providers just need to report on the TEI program client outcomes in their contract.

How many clients do I need to report SCOREs for?

In the TEI program, SCORE should be reported for the majority of our clients (see Table 7).

Circumstances, Goals and Satisfaction SCORE are used to report outcomes for individual clients. Community SCORE is used to report outcomes for groups or community activities (i.e. unidentified group clients).

Table 7. Recording SCORE

Circumstances SCORE and/or Goals SCORE	An initial and at least one subsequent Circumstance 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.

Table 8. TEI Program Client Outcomes

	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. E.g. by participating in community events, parenting groups, and Aboriginal enterprises.	People are supported to exercise control over decisions that affect their lives. E.g., 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. E.g. through mentoring, advocacy, support, 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. E.g., 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. E.g., through referrals to health services, participation in parenting programs.	People are supported to: find or stay in safe, stable housing. have close, healthy relationships with immediate family members. E.g. supported playgroups, parenting programs and family capacity building.
Circumstances SCORE domains	Community participation & networks		Age-appropriate development Education & skills training	Financial resilience Material wellbeing and basic necessities Employment	Personal and family safety	Physical health Mental health, wellbeing, and self-care	Family functioning Housing
Goals SCORE domains	Goals SCORE domains sit across all TEI program client outcomes Knowledge and access to information | Skills | Behaviours | Empowerment, choice and control to make own decisions | Engagement with support services | Impact of immediate crisis						
Community SCORE domains	Group/community knowledge, skills, attitudes, behaviours Organisational knowledge, skills, practices Community infrastructure and networks Social Cohesion		Group/community knowledge, skills, attitudes and behaviours Organisational knowledge, skills and practices				

When should I use Community SCORE?

In the TEI program, the type of SCORE you use will depend on the activities you deliver and the type of clients you can record.

We can only record Circumstances, Goals and Satisfaction SCORE for individual clients. As such, we can use Community SCORE to record outcomes for unidentified group clients.

Community SCORE should be used when it is not possible, practical or relevant to record individual clients.

For example:

- a large community event where it is not possible to collect client details from individual people
- a drop-in centre where different people come in and out every day and it is not practical to collect client details from individual people
- an interagency where it isn't relevant to collect client details from the people who attend

Note: Service providers should try to record client details and SCORE for individual clients where possible. This will ensure we have a robust dataset that can be used to understand client needs and the impact of service delivery.

How can we measure client outcomes?

In the TEI program, service providers have the flexibility to measure outcomes several different ways. You can:

1. use SCORE directly
   a. Use SCORE as a survey tool
   b. Use SCORE to conduct a practitioner assessment
2. use a validated tool and translate the result into SCORE
3. use your own tool and translate the result into SCORE

We encourage you to assess client outcomes in a way that best suits your unique service delivery context.

Use SCORE directly

You can use SCORE directly to collect and report outcomes in the Data Exchange. You can do this via a survey or a practitioner assessment (see Table 9).

Table 9. Use SCORE directly

Use SCORE as a survey	Clients can conduct a self-assessment with the survey tool: How to use SCORE with Clients. This tool is a simple version of SCORE. It includes Circumstances, Goals, and Satisfaction SCOREs. You can print this document or copy the questions for relevant domains into your own document. You can simplify the questions further if necessary.
Use SCORE to conduct a practitioner assessment	Practitioners or workers can conduct an assessment using the SCORE. See the matrix in Appendix 3. You can observe and talk to the client and identify where you think they fit on the 5-point rating scale.

Use a validated tool and translate the result into SCORE

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

You can use a validated tool to measure client outcomes. You can then translate those outcomes into SCORE.

DSS have developed a SCORE Translation Matrix to help organisations translate validated instruments into SCORE.

The SCORE translation matrix has already translated 11 commonly used validated tools 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)

The SCORE Translation Matrix includes a blank template you can use to translate other tools into SCORE.

Use your own tool and translate the result into SCORE

You can use your own survey or instrument to measure client outcomes. You can then translate those outcomes into SCORE.

The SCORE Translation Matrix includes a blank template you can use to translate your survey or tool into SCORE. This will ensure staff within your organisation report outcomes into SCORE in a consistent way.

Need help developing your own survey?

We understand that it won't always be possible to use a validated tool or SCORE with your clients. Sometimes you will need to design a survey that is specific to your activities and your client's needs.

For guidance on how to develop your own survey instrument see:

TEI Guide to developing surveys

Who can assess client outcomes?

The approach you take will depend on the tool or instrument you have chosen to measure client outcomes. It may also depend on your client and what they feel comfortable with.

Service providers should decide what is most appropriate for their service and their client's. See Table 10 for information about who should assess client outcomes.

Table 10. Who can assess client outcomes?

Use SCORE directly	An assessment can be completed by: • A client's self-assessment: a client can complete the 'How to use SCORE with clients' survey. • A support person (e.g. a carer): a support person can complete the survey on behalf of or with the client. • Practitioner/worker's assessment: a practitioner talks to and observes the client and uses their professional judgement to determine a client's SCORE. • Joint assessment between the client and practitioner: the client and practitioner work together to determine the client's SCORE.
Use a validated tool and translate the result into SCORE	Follow the instructions on how to use that tool. For example, the Child Neglect Index should be completed by a practitioner. The K10 and PWI are self-assessment tools that should be completed by the client. See the SCORE Translation Matrix for information on how to administer each validated instrument.
Use your own tool and translate the result into SCORE	We encourage you to think about the best way to administer your tool. This may change depending on your client's needs.

When should we assess client outcomes?

The approach you take will depend on the type of SCORE you use. See Table 11.

Table 11. When to asses client outcomes

Circumstance and Goals SCORE	Circumstance and Goal SCOREs must be recorded at least twice: 1. at the beginning of service delivery 2. at the end of service delivery or at regular intervals through service delivery, to track a client's progress Two SCOREs must be recorded to see a change in client outcomes.
Satisfaction SCORE	Satisfaction SCOREs should be recorded at least once, towards the end of service delivery.

Please note:

- Try to conduct your first SCORE assessment at the very beginning of service delivery. However, this may not always be possible. You may have to build a connection with your client for them to feel comfortable. In these circumstances, you should conduct the first assessment at the most appropriate time after service delivery has started.
- Service providers can put an initial and subsequent score against one session (eg at a one-off training course where participants complete a pre and post training questionnaire).
- If you deliver an ongoing or long-term service, you can conduct SCORE assessments at regular intervals. This can be used to track client progress. For example, if you conduct counselling sessions, you could conduct an assessment once a month to see if clients improve.
- Be careful not to burden your clients with too many surveys
- Conducting an assessment at the end of service delivery may not always be possible. This is because clients can unexpectedly leave services. You should take this into consideration when deciding when to conduct your assessments.
- The service type chosen to record the SCORE against will be at the discretion of the TEI worker. For example, a client may present to a TEI location, and after intake and assessment, the TEI worker determines this family will primarily be using the Family Capacity Building service type and proceeds to attach an initial SCORE assessment to this service type. At the end of service provision, the TEI worker will conduct the subsequent SCORE assessment (found at the end of this document), and attach the subsequent assessment to the same service type (in this example, Family Capacity Building).
- Where possible service providers should avoid, attaching a SCORE assessment to the Intake/Assessment service type, unless outcomes are achieved specifically from actions undertaken through this service type (for example a client may present at a service not knowing where to

find support, and in one session walk away feeling much more knowledgeable about where to find services in their local area) In the majority of cases though SCORE will not be applicable for the Intake/Assessment service type.

Community SCORE	Community SCOREs can be recorded two different ways: • Record one Community SCORE (e.g. at the end of a community event) • Record initial and follow-up SCOREs (e.g. at the first and last interagency meeting)

Please note:

- The way you record Community SCORE will depend on type of activity you conduct and what is practical.
- For more information see: [What is Community SCORE and how do I use it in the TEI program?]

What process should we follow to measure and report client outcomes?

Services are encouraged to collect and report client and community outcomes in a way that best suits their own unique service delivery context. Figure 3 outlines the basic steps you should follow to decide how to measure and report client and community outcomes in the Data Exchange.

Figure 3. Measuring client outcomes decision-making process

Step 1

Identify your client outcomes

Review your contract and program logic and identify the client and/or community outcomes your activity is trying to achieve.

Identify if the clients will be individual clients or unidentified group clients.

Step 2

Identify your SCORE domains

Use Table 3 to identify the SCOREdomains relevant to the outcomes your activity is trying to achieve.

Step 3

Select a tool to measure client outcomes

- use SCORE directly (as a survey or practitioner assessment)
- use a validated instrument
- use your own tool

Step 4

Decide who will conduct the assessment

- Client self-assessment
- Practitioner assessment
- Joint assessment
- Support person

Step 5

Decide when to make the assessment

At least two assessments need to be conducted for Circumstance and Goals SCORE. Satisfaction SCOREjust needs to be collected once. Community SCOREwill depend on your activity.

Step 6

Record outcomes in the Data Exchange

Conduct the assessment and report the results in the Data Exchange

Need help measuring and reporting outcomes?

The TEI Outcomes Matrix

To help you follow this process and to document your decisions use the TEI Outcomes Matrix. This matrix will help you to:

- identify the outcomes you need to measure and report for each activity you deliver
- plan how you will measure and report those outcomes

The TEI Outcomes Matrix can also be used as a communication tool within your organisation so all your staff understand when and how to measure client outcomes for the TEI program. See the Sugar Valley Outcomes Matrix for a real example developed by a TEI service provider.

Additional resources

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

For help measuring and reporting outcomes for **individual clients** see:

- E-learning module: Measuring outcomes for individual clients
- What is SCORE and how can I use it for the TEI program?
- TEI guide to developing surveys

For help measuring and reporting outcomes for **unidentified group clients** see:

- E-learning module: Measuring outcomes for groups and communities
- What is Community SCORE and how do I use it for the TEI program?

Consent and privacy

In the TEI program, all service providers must comply with the following legislation:

- Privacy and Personal Information Protection Act 1998 NSW (PPIP Act)
- Health Records and Information Privacy Act 2002 (HRIP Act)
- Privacy Act 1988

Clause 18 of the Human Services Agreement – Standard Terms includes your obligation to comply with this legislation.

All TEI service providers must:

- Obtain client consent to collect, store, use and disclose client's personal information
- Ensure clients are given a privacy notice that clearly describes why you are collecting their information and how it will be used
- Ensure that the information you collect is stored securely

See Privacy Information Sheet for more information.

The Data Exchange Consent and Notification Arrangements

In the TEI program, service providers must also apply the Data Exchange consent and notification arrangements if they intend to store client's personal information in the Data Exchange.

Personal information is information about an individual that can be used to identify them. In the Data Exchange, personal information is the client's:

- first name
- last name
- street-level address (e.g. 1 Main Street)

Other information about clients, (e.g. date of birth, gender, Indigenous status, and disability status) is also collected by service providers and reported into the Data Exchange. However, this is NOT personal information as it cannot be used to identify an individual.

If your organisation stores client's personal information in the Data Exchange, you must:

- use the DSS standard notification on privacy (or similar) to notify clients about the Data Exchange
- obtain consent to store client's personal information in the Data Exchange
- obtain consent for clients for participate in follow up research, surveys and evaluation

See Using the Data Exchange – Consent and Privacy for more information.

If your organisation does NOT store personal information in the Data Exchange, you do not need to apply the Data Exchange consent and notification arrangements. However, you must still comply with NSW privacy legislation and ensure your practices for collecting, using and disclosing client's personal information is lawful.

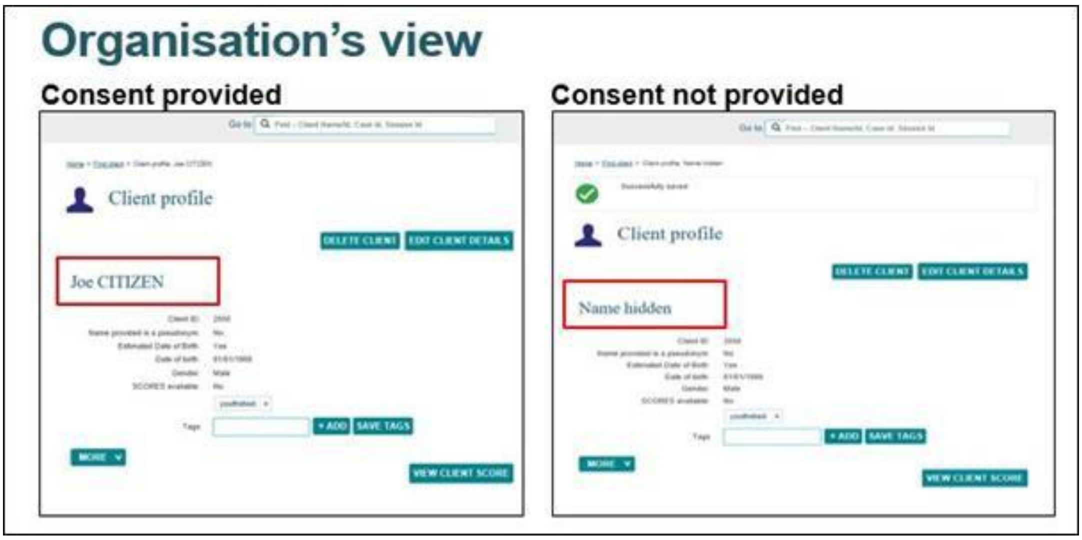
What do we do if a client doesn't provide consent?

If a client does not consent to have their personal information stored in the Data Exchange, you must do the following:

Table 12. What to do if a client doesn't provide consent

For service providers using the web-based portal	In the client's record, untick the 'consent to store personal information' box. The client will be de-identified (see Figure 4). This means their name and street-level address will not be stored in the Data Exchange. You must still enter the client's name and address in their record. This is so a statistical linkage key can be created. Keep a record of the Client ID. This will enable you to attach the client to cases and sessions they attend, record SCOREs and update their client record as needed. You will not be able to search for the client by their name in the Data Exchange. You will have to use their Client ID to find them.
For service providers conducting bulk uploads or system-to-system transfers	Use the 'false' value in your data file. You must generate a SLK or configure your existing system to push SLKs across to the Data Exchange. You can remove a client's personal information from your XML file or system before uploading it to the Data Exchange.

Figure 4. De-identified client records in the Data Exchange



Need help understanding your privacy obligations?

- Privacy Information sheet: outlines the privacy obligations in your contract. TEI service providers should use this information to inform their organisation's privacy policy and to ensure their practices for collecting, using and disclosing clients' personal and health information is lawful.
- Using the Data Exchange – Consent and Privacy: outlines the consent and privacy principles your organisation must follow to use the Data Exchange.
- Example client intake form: resource to support service providers to adhere to their consent and privacy obligations. It includes the DSS standard notification on privacy and consent statements.

The Data Exchange Reports

The Data Exchange has a self-service reporting function that allows you to access your own data in a series of online reports. The reports share valuable and useful information so we can continually ensure services are effective and relevant to TEI clients. It can inform business planning and provide insights into program delivery and policy development.

The data in the reports is de-identified. The reports reflect the information that is entered/uploaded by service providers.

These reports can be accessed by service providers at any time. The content of reports is refreshed every 24 hours, to enable near real-time access to information. This means the more regularly you enter data, the more relevant your reports will be.

Service providers are free to share their reports and the information they contain.

DCJ staff also have access to the reports. They will use the data in the reports to:

- monitor and evaluate the entire TEI program
- monitor a service provider's performance and ensure they adhere to their contract

Overview of the Data Exchange Reports

TEI service providers can access eight different Data Exchange reports.

Standard reports

These reports cover the mandatory priority data submitted by your organisation. All organisations who use the Data Exchange have automatic access to these reports.

- Organisation overview report provides information about your organisation's service delivery. It includes information about clients, outlets, service types and patterns of service delivery. You can use this report to see which services are accessed most often, or whether client groups and their needs are changing.
- Organisation data quality report highlights key data quality issues (e.g. missing client information). You can use this report to improve and/or maintain data quality.

Partnership Approach reports

In the TEI program, it is compulsory for service providers to participate in the Partnership Approach. In the Partnership Approach, you have access to several additional reports. These reports include extended data, client and community outcomes and population-level datasets.

The following reports are available:

- NSW TEI Activity Report has been designed specifically for the TEI program. This report will support you to monitor and evaluate your work and understand the outcomes your activities contribute to.
- Service Footprint report provides a roadmap of clients accessing services. This shows how far clients travel to services and how many clients you have supported within the local and out-of-area regions. You can use this information to better target your services and demonstrate community need.
- Resource Planning report provides an overview of trends in service delivery. It helps predict trends in service delivery to assist with future planning of resources.
- Community profiles reports combine population-level datasets to show a comprehensive picture of NSW communities. There are two editions of this report. The first contains 2011 census data and the second contains 2016 census data. Note: this report does not include information reported by TEI service providers.
- Client outcomes report looks at changes in individual client outcomes over time (i.e. SCORE). You can use this data to understand if client's circumstances are improving, if clients are achieving their goals, or if they are satisfied with the service they received.
- Community outcomes report looks at changes in group or community outcomes over time (i.e. Community SCORE).

Accessing the Data Exchange Reports

To access the Data Exchange reports, see Introduction and Access for a step-by-step guide for service providers.

To access the Partnership Approach reports your organisation must be signed up to the Partnership Approach. To do this, see Update participation in the Partnership Approach

Note: If you are a DCJ staff member, you will need to follow a different process to access the reports. Email TEI@dcj.nsw.gov.au for assistance.

Need help using the Data Exchange Reports?

For helping accessing, using and exporting your data see:

- The Data Exchange Reports: Access, explore and export your data
- Using data in the TEI Program
- Using data to improve our services
- The NSW TEI Activity Report

Collecting and reporting qualitative data

In the TEI program, qualitative data can be used to better understand information reported in the Data Exchange. Qualitative data can provide important insights into our client's experiences and the impact of our services. It can help us better understand:

- positive and/or negative changes our clients experience
- how and when change occurs
- how we can adapt our service delivery to ensure we're meeting client needs in the best possible way

In the TEI program, it is NOT mandatory to collect and analyse qualitative data. Qualitative data cannot be recorded in the Data Exchange. However, we encourage you to collect qualitative information as it can support continuous service improvement.

Service providers can collect and report qualitative information in a way that best suits your unique service delivery context. However, you should only collect qualitative data if you:

- have somewhere safe to store the data (hard and/or soft copies) Qualitative data cannot be stored in the Data Exchange
- have the capacity to analyse the data
- will use the data to better understand client needs and outcomes
- will use the data to improve service delivery and design.

Additional optional reporting for sector development activities

If necessary, service providers who conduct sector development activities can report additional data outside of the Data Exchange.

Sector development activities are conducted with other service providers – not with clients and communities directly. For example, interagency meetings, community of practice, or training workshops with staff.

We have developed a template and completed examples to support you to report additional information about these activities. See:

- Optional reporting tool - template
- Optional reporting tool - appendices

This template can be used to:

- further demonstrate the impact of your work
- talk to your contract managers about your activities, challenges, and successes
- support continuous quality improvement.

DCJ will use the information reported in this template to:

- better understand how sector development work contributes to the TEI service system outcomes (see the TEI Outcomes Framework)
- support the strategic alignment of sector development activities across the TEI space.

Completing the template is optional.

Organisations can complete the template every 6 months, in line with the Data Exchange reporting periods.

Performance monitoring and data quality

In the TEI program, we will use the data in the Data Exchange reports to monitor performance. Specifically, the data in the NSW TEI Activity Report will be used.

You will be expected to regularly review your data with your contract manager (CPO). Part of this will be to ensure your organisation is meeting your contractual obligations and to address any data quality issues. However, these conversations will also be used to identify improvements or changes that could be made to service delivery.

You will need to use your data to demonstrate that you are:

- delivering services in the locations in your contract
- working with the target groups identified in your contract
- conducting the activities (program activities and service types) in your contract
- reaching the client numbers in your contract
- reporting against the client outcomes in your contract.

You will also need to ensure the data reported is high quality.

It is your responsibility to ensure your reporting is correct. You should monitor and check your data at regular intervals to ensure any errors are corrected before a reporting period closes.

Once a reporting period has ended, you cannot make any changes to the data that has been entered. This means if mistakes were made you won't be able to correct them, and you could be in breach of your contract.

Need help understanding how the data will be used to monitor performance?

This document, Using data in the TEI Program, demonstrates how the Data Exchange data will be used to demonstrate performance.

It walks through 7 steps you should follow to demonstrate performance. It includes a checklist and screenshots from the Data Exchange reports to help you find the information you need.

It also provides guidance on how to improve and maintain data quality. It covers 7 common data quality issues and how to fix them, including missing client details, not stated demographics, and common issues with SCORE and unidentified group clients.

Using data to improve our services

Data can be a powerful tool for planning, decision making, evaluation and advocacy. In the TEI program, the data that is reported will be used by DCJ for two main purposes. We will:

- monitor and evaluate the TEI program. DCJ will use the data to understand if the TEI program is reaching the right target groups, successfully meeting client's needs and preventing risk from escalating in vulnerable families.
- monitor your performance and ensure you are meeting the needs of clients and communities.

All TEI service providers have access to their own data and can use it at any time. The Data Exchange data can help us:

- Get a clear and up-to-date picture of who our clients are and what services they need. We can use this information to make sure clients get the right services at the right time. We can also use it to make sure we're reaching the right target groups in our communities and to see how these groups might change over time.
- Understand if we're making a positive impact in our clients' lives. We can see if our clients' circumstances have improved or if they've achieved their goals since receiving our services. We can use this information to improve our services and demonstrate their effectiveness.
- Understand how clients move through the service system and come in contact with our services. We can get a better picture of the type of services clients are referred to and why. We can use this information to help us facilitate effective referrals and to identify issues that may require a community-level response.
- See changes in service delivery over time, including client numbers, attendances, and sessions. We can compare financial years, reporting periods, months and even days to identify trends and patterns. This can help us plan and forecast future service delivery (e.g. resources, staffing).

DCJ encourages you to share your key learnings externally, including with other DCJ Districts, other agencies, services and governance groups. Where appropriate, you can also inform clients and communities about how your information and feedback has impacted service delivery. This will show their concerns/issues have been heard and can help increase engagement.

Need help using your data to improve service delivery?

This document, [Using data to improve our services,] includes examples of how you could use your data in the Data Exchange to improve service delivery and client outcomes.

Additional resources

The resources below have been developed by DCJ specifically for the TEI program.

Resources for collecting and reporting data the TEI program	
Getting onto the Data Exchange	• Quick start guide to the Data Exchange • Getting onto the Data Exchange • FAQs about myGovID and RAM • FAQs about the Data Exchange
Start reporting	• Setting up outlets in the Data Exchange • How do I set up my cases, sessions and clients in the Data Exchange? • What information do I need to enter in the Data Exchange for the TEI Program? • Example client intake form
Consent and privacy	• Privacy Information sheet • Using the Data Exchange – Consent and Privacy • Example client intake form
Measuring and reporting outcomes	• TEI Outcomes Matrix • E-learning module: Measuring outcomes for individual clients • What is SCORE and how can I use it for the TEI program? • TEI guide to developing surveys • E-learning module: Measuring outcomes for groups and communities • What is Community SCORE and how do I use it for the TEI program?
Using the Data Exchange reports	• The Data Exchange Reports: Access, explore and export your data • Using data in the TEI Program • Using data to improve our services • The NSW TEI Activity Report
Data Exchange webinar series	• Webinar 1: Introduction to the Data Exchange • Webinar 2: Getting onto the Data Exchange • Webinar 3: Set up your organisation and create outlets • Webinar 4: Consent and Privacy • Webinar 5: Creating Cases, Sessions and Clients • Webinar 6: Creating Cases, Sessions and Clients in the Community Strengthening Stream

	• Webinar 7: Creating Cases, Sessions and Clients in the Wellbeing and Safety Stream • Webinar 8: Creating Cases, Sessions and Clients for Sector Coordination and Planning • Webinar 9: Measuring Outcomes – SCORE for Individual Clients • Webinar 10: Measuring Outcomes – Community SCORE
Qualitative data	• Using Qualitative data in the TEI program
Additional optional reporting	• Optional reporting tool - template • Optional reporting tool - appendices

The resources below have been developed by the Department of Social Services. They describe how to use the Data Exchange platform directly.

Data Exchange resources	
Policy documents	• The Data Exchange Protocols • Program specific guidance for Stage Agencies in the Data Exchange
Administration	• Overview of the My Organisation section • Update participation in the Partnership Approach • Add and edit a user • Create and manage outlets • System re-opening request form • Novation process
Using the DEX platform directly	• Navigation guide • Add a case • Add a session • Add a client • Add a SCORE assessment • Find and edit a case • Find and edit a session • Find and edit a client • View and edit a SCORE assessment • Recording alternate forms of service delivery
Bulk uploads or transfers	• Upload methods • Bulk file upload technical specifications • Bulk XML upload learning module • Reference data • Web service technical specifications
SCORE	• How to use SCORE with clients • SCORE translation matrix

Where to go for help?

Contact	Type of Support
DSS Data Exchange Website	Training resources for the Data Exchange
DSS Helpline: dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 (8.30am – 5.30pm Monday to Friday)	Technical issues with the Data Exchange web platform (NB: not myGovID or RAM)
TEI Website	Training resources tailored to the TEI program
Your DCJ Contract Manager	Email your DCJ contract manager for any issues or questions you have. They should be your first point of contact.
TEI Inbox: tei@dcj.nsw.gov.au	TEI specific questions which are unavailable in existing resources, and which cannot be answered by your local contract manager.
myGovID and RAM support line: 1300 287 539	Support for issues with myGovID and RAM
MyGovID 'Need help?' webpage	Support resources for myGovID
RAM 'Help' webpage	Support resources for RAM

Appendix 1 - Glossary

Term	Definition
Activities	The specific services you deliver to a client (e.g. a playgroup, a school program, providing information and advice).
Cases	Cases act as containers. They link client and session data to location and program activity data.
Clients	A person who receives a service as part of a funded activity that is expected to lead to a measurable outcome.
Client record	A record in the Data Exchange for each individual client.
Data Exchange Reports	Online interactive pages of data. There are 9 different reports we can access that each contain different data.
Evaluation	A rigorous, systematic and objective process to assess the effectiveness, efficiency, appropriateness and sustainability of programs.
Individual clients	Clients who have a client record created for them in the Data Exchange. The client may be identified or de-identified.
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.
Monitoring	A process to periodically report against agreed service levels. Uses quantitative indicators to routinely measure the success of activities for clients.
myGovID	An app that is used to access the Data Exchange. MyGovID is a digital identity.
Outcomes	The changes that occur for individuals, groups, families, or communities during or after an activity. Changes can include attitudes, values, or behaviours.
Outcomes matrix	A tool used to help providers identify the outcomes they want to achieve and how to measure them.
Outlets	The location services are delivered in.
Outputs	The direct and measurable products of an activity or service. For example: number of sessions run, and number of clients attended.
Partnership approach	An extended dataset that services providers can report. In return, they are given access to extra self-service reports.

Personal information	In the Data Exchange, personal information is a client's first and last name and their street-level address.
Practitioner assessment	An assessment conducted by a practitioner or worker to determine a client's progress.
Priority requirements	A small set of mandatory data items.
Program activity	The Targeted Earlier Intervention program comprises five program activities: 1. develop community connections 2. provide a community centre 3. provide community support 4. provide targeted support 5. provide intensive or specialist support
Program stream	The Targeted Earlier Intervention program comprises two program streams. The program activities sit under this umbrella. The program streams are: 1. Community Strengthening stream 2. Wellbeing and Safety stream
Qualitative data	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 data	Quantitative methods analyse numerical data to give objective measurements. Data may be collected through polls and surveys, or by manipulating existing data.
RAM	RAM stands for Relationship Authorisation Manager (RAM). It is an Australian Government authorisation service that allows you to act on behalf of your organisation online. It allows you to manage your business authorisations in one place.
TEI Program Client Outcomes	9 high-level outcomes the entire TEI program is working towards.
TEI Minimum dataset	The minimum data that service providers must report in the Data Exchange.
SCORE	The Standard Client/Community Outcomes Reporting framework in the Data Exchange.
SCORE domains	Specific domains used to report outcomes.

SCORE type	Four different types of outcomes that can be reported in the Data Exchange: 1. Circumstances SCORE 2. Goals SCORE 3. Satisfaction SCORE 4. Community SCORE
Sector development activities	Activities conducted with other service providers that aim to improve their skills and capacity to meet client's needs.
Session	A session in the Data Exchange records what service was delivered and when, and which clients attended.
Service providers	Organisations funded by DCJ under the TEI Program.
Service types	The activities service providers undertake based on their program activity.
Unidentified group clients	Clients who participate in a TEI activity, but it is not possible to collect client's details and demographics.
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.

Appendix 2 – The TEI Minimum Dataset

Case level data

Data field		Field values
Case ID		Open field. If left blank a system generated number is assigned.
Outlet* (location)		Drop down menu of service providers outlets.
Program activity*		Drop down menu. The drop down will only display the program activities that have been assigned to the outlet selected. • Community Connections • Community Centres • Community Support • Targeted Support • Intensive or specialist support
Attendance Profile**		• Family • Community Event • Peer support group • Couple • Cohabitants
Unidentified client count		Free text number only – limit of 999. Enter the expected number of unique unidentified clients associated with the case.
Clients attached to the case		Attach client records to case as relevant.
Referral in – this information is entered at the case level but can be recorded for each client associated with the case.	Referral source	• Health agency • Community services agency • Educational agency • Internal • Legal agency • Employment/job placement agency • Centrelink/Department of Human Services (DHS) • Other Agency • Self • Family • Friends • General Medical Practitioner • My Aged Care Gateway • Linkages Package • Continuity of Support (CoS) Programme • Humanitarian Settlement Program • LAC Referral • NDIS referral • Other party • Not stated/inadequately described
	Reason for seeking assistance	• 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 basic necessities • Housing

Session level data

Data field	Field values
Session ID	Open field. If blank left a system generated number is assigned.
Session date*	DD/MM/YY
Service type*	The number and variety of service types will depend on the program activity selected in the Case/ The full list of values relevant to TEI program are in the TEI Program Specifications.
Unidentified client count	Free text number only – cannot exceed the value specified at the Case level. Enter the actual number of unidentified clients who attended the session.
Client/support persons attended	Attach client records to sessions as relevant.

Referral out – this information is entered at the session level but can be recorded for each client attached to the session.	Referral type	Internal External
	Referral reason	• Physical health • Mental health, wellbeing & self-care • Personal and family safety • Age-appropriate development • Community participation & networks • Financial Resilience • Family functioning Employment • Education and skills training • Material wellbeing and basic necessities • Housing • Support to caring role • Other

Client level data

Data field	Field values
Client ID	Open field. If left a system generated number is assigned, beginning at 001.
Given name*	Open field
Family name*	Open field
Name provided is pseudonym	Tick box if yes.
Date of birth*	DD/MM/YY
Estimated DOB	Tick box if yes. If box is tick 'date of birth' field changes to just 'year of birth'.
Gender*	• Male • Female • Intersex/indeterminate • Not stated or adequately described
Residential address*	• Residential address line 1 (optional) • Address line 2 (optional) • Suburb (mandatory) • State (mandatory) • Postcode (limit of 4 digits) (mandatory)
Country of birth*	Drop-down list of values based on the Australian Bureau of Statistics Standard Australian Classification of Countries (SACC), 2016
Main language spoken at home*	Drop-down list of values based on the Australian Bureau of Statistics Australian Standard Classification of Languages (ASCL), 2016
Aboriginal and Torres Strait Islander identification*	• No • Aboriginal • Torres Strait Islander • Aboriginal and Torres Strait Islander • Not stated/inadequately described
Disability, impairment or condition*	• Intellectual/learning • Psychiatric • Sensory/speech • Physical/diverse • None (no disability) • Not stated/inadequately described
Consent to store personal information in the Data Exchange*	Tick box if yes. If box is not ticked, client record is de-identified.
Consent to participate in research, surveys and evaluation*	Tick box if yes.
Homelessness indicator**	• Yes • No • At risk
Household composition**	• Single (person living alone) • Sole parent with dependent(s) • Couple • Group (related adults) • Group (unrelated adults) • Homeless/No household • Not stated or inadequately described

	• Couple with dependent(s)

*These are part of the Data Exchange 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.

Appendix 3 – SCORE

Circumstances SCORE domains

Circumstance SCORE domain	1: Negative Impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Physical health	Significant negative impact of poor physical health on independence, participation and wellbeing	Moderate negative impact of poor physical health on independence, participation and wellbeing	Progress towards improving physical health to support independence, participation and wellbeing	Sustained initial improvements in physical health to support independence, participation and wellbeing	Adequate ongoing physical health to support independence, participation and wellbeing
Mental health, wellbeing and self-care	Significant negative impact of poor mental health, wellbeing and self-care on independence, participation and wellbeing	Moderate negative impact of poor mental health, wellbeing and self-care on independence, participation and wellbeing	Progress towards improving mental health, wellbeing and self-care to support independence, participation and wellbeing	Adequate short-term mental health, wellbeing and self-care to support independence, participation and wellbeing	Adequate ongoing mental health, wellbeing and self-care to support independence, participation and wellbeing
Personal and family safety	Significant negative impact of poor personal and family safety on independence, participation and wellbeing	Moderate negative impact of poor personal and family safety on independence, participation and wellbeing	Progress towards improving personal and family safety to support independence, participation and wellbeing	Adequate short-term personal and family safety to support independence, participation and wellbeing	Adequate ongoing personal and family safety to support independence, participation and wellbeing
Age-appropriate development	Significant negative impact of poor age-appropriate development on independence, participation and wellbeing	Moderate negative impact of poor age-appropriate development on independence, participation and wellbeing	Progress towards improving age-appropriate development to support independence, participation and wellbeing	Adequate short-term age-appropriate development to support independence, participation and wellbeing	Adequate ongoing age-appropriate development to support independence, participation and wellbeing
Community participation and networks	Significant negative impact of poor community participation and networks on independence, participation and wellbeing	Moderate negative impact of poor community participation and networks on independence, participation and wellbeing	Progress towards improving community participation and networks to support independence, participation and wellbeing	Adequate short-term community participation and networks to support independence, participation and wellbeing	Adequate ongoing community participation and networks to support independence, participation and wellbeing

Circumstance SCORE domain	1: Negative Impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Family functioning	Significant negative impact of poor family functioning on independence, participation and wellbeing	Moderate negative impact of poor family functioning on independence, participation and wellbeing	Progress towards improving family functioning to support independence, participation and wellbeing	Adequate short-term family functioning to support independence, participation and wellbeing	Adequate ongoing family functioning to support independence, participation and wellbeing
Financial resilience	Significant negative impact of poor financial resilience on independence, participation and wellbeing	Moderate negative impact of poor financial resilience on independence, participation and wellbeing	Progress towards improving financial resilience to support independence, participation and wellbeing	Adequate short-term financial resilience to support independence, participation and wellbeing	Adequate ongoing financial resilience to support independence, participation and wellbeing
Material wellbeing and basic necessities	Significant negative impact of lack of basic material resources on independence, participation and wellbeing	Moderate negative impact of lack of basic material resources on independence, participation and wellbeing	Progress towards stability in meeting basic material needs to support independence, participation and wellbeing	Adequate short-term basic material resources to support independence, participation and wellbeing	Adequate ongoing basic material resources to support independence, participation and wellbeing
Employment	Significant negative impact of lack of employment on independence, participation and wellbeing	Moderate negative impact of lack of employment on independence, participation and wellbeing	Progress towards improving employment to support independence, participation and wellbeing	Adequate short-term employment to support independence, participation and wellbeing	Adequate ongoing employment to support independence, participation and wellbeing
Education and skills training	Significant negative impact of lack of engagement with education and training on independence, participation and wellbeing	Moderate negative impact of lack of engagement with education and training on independence, participation and wellbeing	Progress towards improving engagement with education and training to support independence, participation and wellbeing	Adequate short-term engagement with education and training to support independence, participation and wellbeing	Adequate ongoing engagement with education and training to support independence, participation and wellbeing
Housing	Significant negative impact of poor housing on independence, participation and wellbeing e.g. ‘rough sleeping’	Moderate negative impact of poor housing on independence, participation and wellbeing e.g. living in severe overcrowding; or at significant risk of tenancy failure	Progress towards housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate short-term housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate ongoing housing stability to support independence, participation and wellbeing e.g. stable private rental or social housing

Goals SCORE domains

Goal SCORE domain	1: No progress	2: Limited progress with emerging engagement	3: Limited progress with strong engagement	4: Moderate progress	5: Fully achieved
Knowledge and access to information	No progress in increasing access to information and knowledge in areas relevant to clients' needs and circumstances	Limited progress to date in achieving information/ knowledge goals–but emerging engagement	Limited progress to date in achieving information/ knowledge goals–but strong engagement	Moderate progress to date in achieving information/knowledge goals	Full achievement of goals related to increasing access to information and knowledge in areas relevant to client's needs and circumstances
Skills	No progress in increasing skills in areas relevant to client's needs and circumstances	Limited progress to date in achieving skills goals–but emerging engagement	Limited progress to date in achieving skills goals–but strong engagement	Moderate progress to date in achieving skills goals	Full achievement of goals related to increasing skills in areas relevant to client's needs and circumstances
Behaviours	No progress in changing behaviours in areas relevant to client's needs and circumstances	Limited progress to date in achieving behaviour goals–but emerging engagement	Limited progress to date in achieving behaviour goals–but strong engagement	Moderate progress to date in achieving behaviour goals	Full achievement of goals related to changing behaviours in areas relevant to client's needs and circumstances
Empowerment, choice and control to make own decisions	No progress in increasing confidence and exercising choice/control in making decisions that impact client's needs	Limited progress to date in achieving empowerment, choice and control goals–but emerging engagement	Limited progress to date in achieving empowerment, choice and control goals–but strong engagement	Moderate progress to date in achieving empowerment, choice and control goals	Full achievement of goals related to increasing confidence and exercising choice/control in making decisions that impact client's needs
Engagement with support services	No progress in increasing engagement with support services relevant to client's needs and circumstances	Limited progress to date in achieving engagement goals –but emerging engagement	Limited progress to date in achieving engagement goals–but strong engagement	Moderate progress to date in achieving engagement goals	Full achievement of goals related to increasing engagement with support services relevant to client's needs and circumstances
Impact of immediate crisis	No progress in reducing the negative impact of the immediate crisis	Limited progress to date in achieving goals to reduce the negative impact– but emerging engagement	Limited progress to date in achieving goals to reduce the negative impact–but strong engagement	Moderate progress to date in achieving goals to reduce the negative impact	Full achievement of goals related to reducing the negative impact of the immediate crisis

Satisfaction SCORE domains

Satisfaction SCORE domain	1: Disagree	2: Tend to disagree	3: Neither agree or disagree	4: Tend to agree	5: Agree
The service listened to me and understood my issues	Disagrees that the service listened to me and understood my issues	Tend to disagree that the service listened to me and understood my issues	Neither agrees nor disagrees that the service listened to me and understood my issues	Tends to agree that the service listened to me and understood my issues	Agrees that the service listened to me and understood my issues
I am satisfied with the services I have received	I am not satisfied with the services I have received	Tends to disagree that I was satisfied with the services I have received	Neither agrees nor disagrees that the services listened to me and understood my issues	Tends to agree that I was satisfied with the services I have received	I am satisfied with the services I have received
I am better able to deal with issues that I sought help with	Disagrees that I am better able to deal with my issues	Tend to disagree that I am better able to deal with my issues	Neither agrees nor disagrees that I am better able to deal with my issues	Tends to agree that that I am better able to deal with my issues	Agrees that that I am better able to deal with my issues

Community SCORE domains

Community SCORE domain	1: No change	2: Limited change with emerging engagement	3: Limited change with strong engagement	4: Moderate change	5: Significant change
Group/community knowledge, skills, attitudes behaviours	No change in knowledge, skills, attitudes, behaviours	Limited change in knowledge, skills, attitudes, behaviours–but emerging engagement	Limited change in knowledge, skills, attitudes, behaviours–but strong engagement	Moderate change in knowledge, skills, attitudes, behaviours	Significant positive change in knowledge, skills, attitudes, behaviours
Organisational knowledge, skills and practices	No change in organisational knowledge, skills, practices to respond to the needs of targeted clients/ communities	Limited change in organisational knowledge, skills, practices–but emerging engagement	Limited change in organisational knowledge, skills, practices–but strong engagement	Moderate change in organisational knowledge, skills, practices	Significant positive change in organisational knowledge, skills, behaviours to better respond to the needs of targeted clients/ communities
Community infrastructure and networks	No change in community infrastructure/ networks to respond to the needs of targeted clients/ communities	Limited change in community infrastructure/networks–but emerging engagement of community networks	Limited change in community infrastructure/ networks–but strong engagement of community networks	Moderate change in community infrastructure/ networks	Significant positive change in community infrastructure/ networks to better respond to the needs of targeted clients/ communities
Social cohesion	No change in demonstration of greater community cohesion and social harmony	Limited change in demonstration of greater community cohesion and social harmony–but emerging engagement in issues	Limited change in demonstration of greater community cohesion and social harmony–but stronger engagement in issues	Moderate demonstration of greater community cohesion and social harmony	Significant positive demonstration of greater community cohesion and social harmony