

# Acknowledgment of Country

*We acknowledge the traditional owners on whose land we meet today. We pay our respects to their elders past and present.*



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Department of Social Services

# Data Exchange The Partnership Approach and Reports

May 2017

# Workshop Agenda

**1: Overview of the partnership approach**

**2: Extended demographics**

**3: SCORE and SCORE examples**

**4: How to opt in**

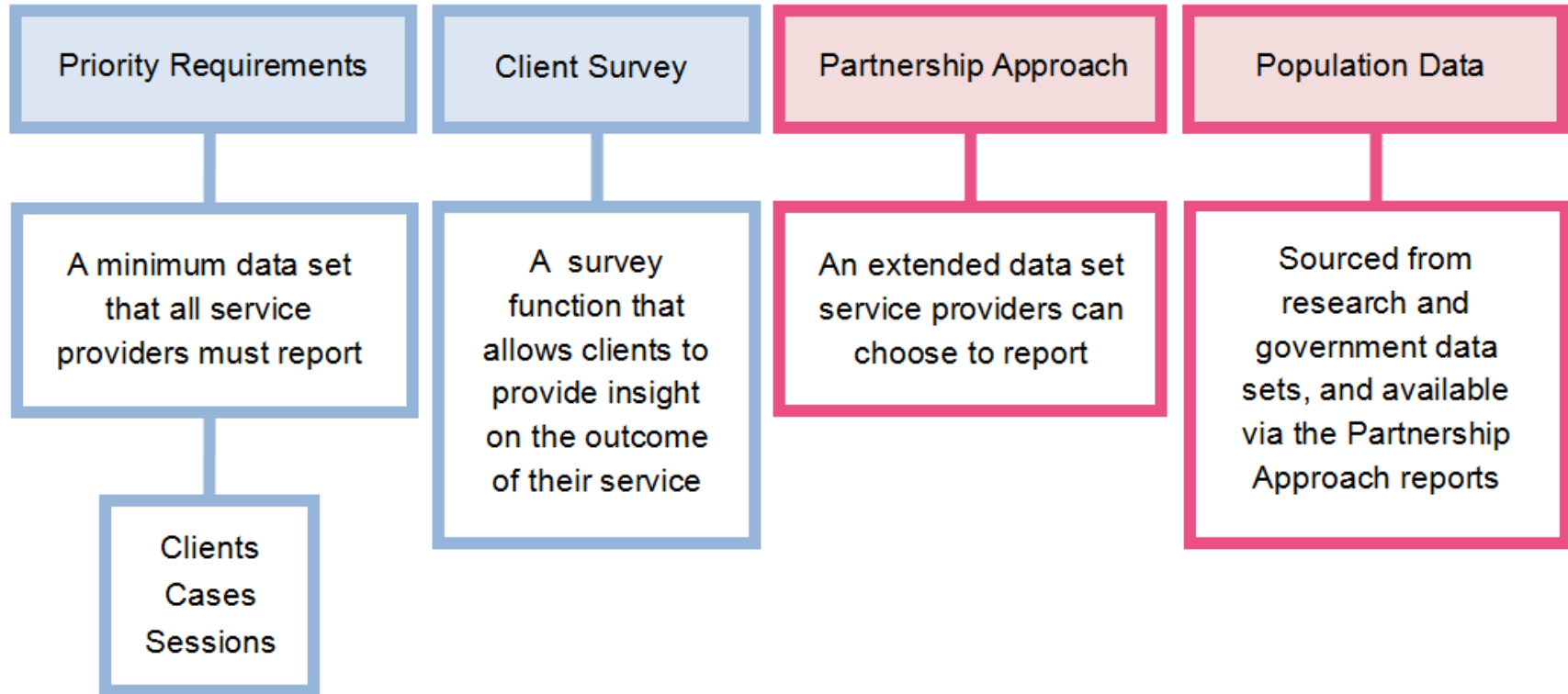
**5: Partnership reports**

**6: The client survey**

# Value of measuring outcomes and extended demographics

- Visibility of the outcomes achieved by clients and services.
- Ability to identify combinations of services that lead to the best results (across programs).
- Demonstrates the value of program investment in achieving their stated goals.
- Allows an increased understanding of the client groups demographic profile and complexity.

# The Data Exchange framework



# The partnership approach

## SCORE

Standard Client Outcomes Reporting

**Circumstances**

**Goals**

**Satisfaction**

**Community**

SCORE assessments  
need to be collected for  
50% of clients

- Homeless indicator
- Household composition
- Main source of income
- Income frequency
- Approx. gross income
- Month / Year of first arrival in Australia
- Visa type
- Ancestry
- Reason for seeking assistance
- Referral source
- Referral type (internal or external)
- Referral purpose

All these items are optional



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# Extended Demographics

# Key points on extended demographics

- All items are optional – recording of extended demographics is not mandatory
- Extended demographics can be recorded where relevant by organisations not participating in the partnership approach
- Only record the extended demographics items appropriate to your client group or program activity.
- Extended demographics are valued by the Department as they add to the overall picture of complexity of client need
- Whatever you record will be available to you



# Who might want to use these?

*These are just a few limited examples – service providers can choose what resonates with them and their service*

Reconnect, Children & Parenting  
Support Services, Family &  
Relationship Services



- Homeless indicator
- Household composition
- Main source of income

Financial Wellbeing & Capability,  
Specialised Family Violence,  
Reducing Violence Against Women  
& Their Families



- Income frequency
- Approx. gross income
- Month / Year of first arrival in Australia

Settlement Services



- Visa type
- Ancestry

Aged Care / Disability Support  
Services



- Client exit reason
- Reason for seeking assistance

Any organisation wanting further  
insight into where their referrals are  
coming from, or where they are  
referring clients to



- Referral source
- Referral type (internal or external)
- Referral purpose



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# SCORE

May 2017

# What is SCORE ?

## Standard Client Outcomes Reporting

A standardised way of reporting the types of outcomes clients are achieving through the accessing of programs

# How SCORE works

- Determine the way an assessment will be made
- Select the relevant domain(s)
- Make a (pre) SCORE assessment at the beginning of a clients engagement with a service or activity on the Likert scale of 1-5
- Make a subsequent (post) SCORE assessment at the end of a client’s engagement with a service or activity on the Likert scale of 1-5
- The difference between the pre and post score assessment allows us to look at the amount of change in a client’s outcome as a result of receiving a service or participating in an activity.

SCORE goal domain	1:	2:	3:	4:	5:
	No progress in achieving goals				Goals fully achieved
Changed knowledge and access to information	No progress in increasing awareness and knowledge in areas relevant to clients’ needs and circumstance	Limited progress to date in achieving knowledge goals— but emerging engagement	Limited progress to date in achieving knowledge goals— but strong engagement	Moderate progress to date in achieving knowledge goals	Full achievement of goals related to increasing awareness and knowledge in areas relevant to client’s needs and circumstance

# Key points on SCORE

- SCORE outcomes should be recorded for at least 50% of the clients that access services in any reporting period.
- 10% of your clients require a 'Satisfaction SCORE' – only a post-SCORE is required
- Pick the domains that are most relevant
- You can use a combinations of domains, or just one
- Clients do not need to move from a one to a five to be recorded as having an outcome
- Sometimes no shift in an outcome will occur between assessments
- Sometimes a client will go backwards
- The same client may have differing outcomes for each case.

## Purpose:

Improving the lifetime wellbeing of individuals and families in Australia



### SCORE

#### CIRCUMSTANCES

- Age-appropriate development
- Community participation & networks
- Employment, education & training
- Family functioning
- Housing
- Material wellbeing
- Mental health, wellbeing & self-care
- Money management
- Personal & family safety
- Physical health

#### GOALS

- Changed behaviours
- Changed confidence to make own decisions
- Changed engagement with relevant support services
- Changed impact of immediate crisis
- Changed knowledge & access to information
- Changed skills

#### SATISFACTION

- I am better able to deal with issues that I sought help with
- I am satisfied with the services I have received
- The service listened to me & understood my issues

#### COMMUNITY

- Community structures & networks to respond to the needs of the targeted clients / communities
- Group / community knowledge, skills, behaviours to better address own needs
- Organisations knowledge, skills & practices to better respond to the needs of targeted clients / communities

# Who can make a SCORE assessment?



The client



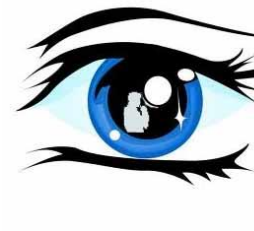
Professional judgement



Joint assessment



Assessment tools



Observation

# The SCORE Translation Matrix

Includes:

- Strengths and Difficulties Questionnaire (SDQ)
- Kessler K-10
- Parental Empowerment and Efficiency Measure (PEEM)
- Edinburgh Postnatal Depression Scale (EPDS)
- Child Neglect Index (CNI)
- Outcome Rating Scale (ORS)
- Session Rating Scale (SRS)
- Bringing up Great Kids
- Personal Wellbeing Index – Adult (PWI-A)



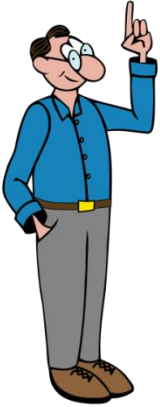


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# Data Exchange

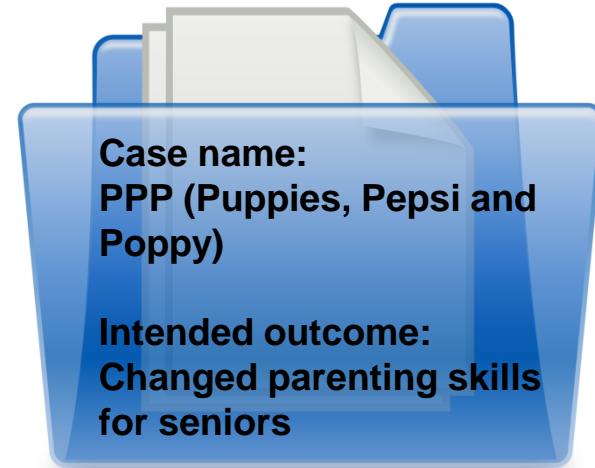
# **SCORE Examples**

# Example 1 – Parenting course



Ned is a grandfather who has been told by his children that he needs to improve his parenting skills if he wants to look after the grandchildren (after the infamous red frog incident).

He enrolls in our organisation's parenting for seniors course 'PPP' along with 6 other seniors.



Session 1



Session 2



Session 3



Session 4



Session 5



Session 6

**Pre-SCORE**

Changed skills

**2**

Limited progress to date in achieving skills goals—but emerging engagement

**Post-SCORE**

**4**

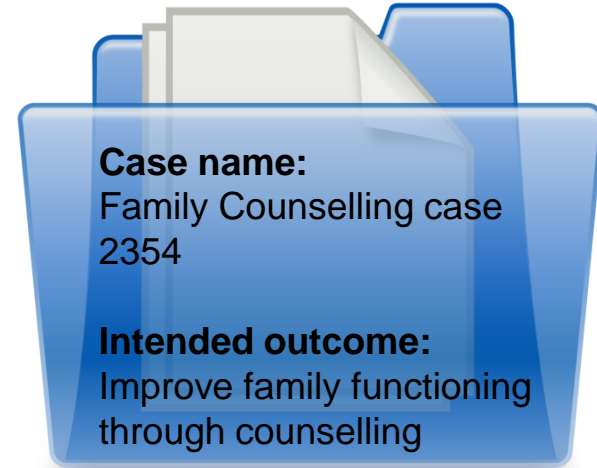
Moderate progress to date in achieving skills goals

# Example 2 – Counselling



John and Sally are having relationship issues and have been fighting a lot.

They enrol in our organisation's Family and Relationship Counselling service.



Session 1

Pre-SCORE

**2**

Moderate negative impact of poor family functioning on independence, participation and wellbeing



Session 2



Session 3

Post-SCORE

**3**

Progress towards improving family functioning to support independence, participation and wellbeing

John

Pre-SCORE

**1**

Significant negative impact of poor family functioning on independence, participation and wellbeing

Post-SCORE

**3**

Progress towards improving family functioning to support independence, participation and wellbeing

Sally

Family  
functioning

# Example 3 – Material assistance



Betty and her family have fallen on hard times and are having trouble paying the bills and getting enough food on the table to feed the growing family

They attend our organisation's Emergency Relief service.



## Session 1

Betty

### Pre-SCORE

**1**

No progress in reducing the negative impact of the immediate crisis

### Pre-SCORE

**2**

Limited progress to date in achieving engagement goals—but emerging engagement

### Post-SCORE

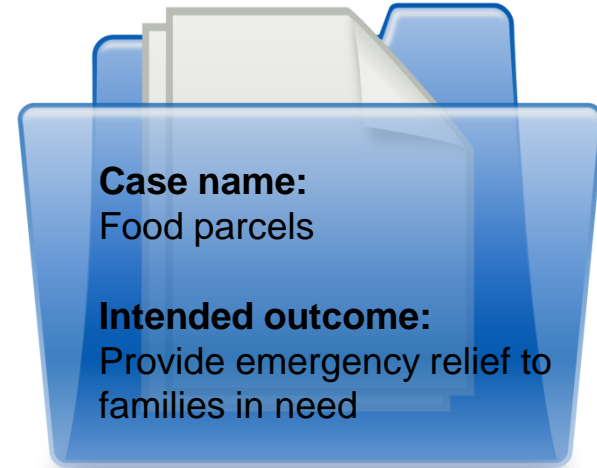
**2**

Limited progress to date in achieving goals to reduce the negative impact—but emerging engagement

### Post-SCORE

**3**

Limited progress to date in achieving engagement goals—but strong engagement



#### Case name:

Food parcels

#### Intended outcome:

Provide emergency relief to families in need

Changed impact of immediate crisis

Changed engagement with relevant support services



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# Data Exchange

# SCORE - How do you opt in?

# How do I join the partnership approach?

- You can opt into the partnership approach for one, some or all of your funded activities
- Talk to your grant agreement manager
- They will insert a partnership clause into your agreement at an appropriate time ('Notice of change')
- Update the 'partnership flag' into the Data Exchange web-based portal
- Enter SCORE data for as many clients as possible
- Enter extended demographic data where applicable (optional)



[Home](#) > Manage organisation

## Manage organisation

[EDIT ORGANISATION DETAILS](#)

### Organisation Details

Preferred organisation name: Brindy Primary School

Partnership Approach agreement: No

ABN: 29131297213

Source Organisation ID: 4-14MJSG

Source Organisation name: Brindy Primary School

### I WANT TO...

- Find a client
- Find a case
- Add a client
- Add a case
- Add a session
- Manage organisation
- Manage users
- Reference data
- Uploaded files
- Go to home page

### Outlets (1)

[ADD OUTLET](#)

Outlet name	Address
<a href="#">Brindy Primary School</a>	17 Vanzetti Crescent KAMBAH ACT 2902

### Programme activities (4)

Programme activity	Start date	End date
<a href="#">Communities for Children - Facilitating Partners (for Community Organisation)</a>	15/06/2014	14/06/2015
<a href="#">Forced Adoptions Support Services (for Community Organisation)</a>	01/07/2014	30/06/2019
<a href="#">Communities for Children - Facilitating Partners (for Busy Bee Community Centre)</a>	12/06/2014	12/06/2015
<a href="#">National Find and Connect (for Community Organisation)</a>	01/07/2014	01/05/2015



[Home](#) > [Manage organisation](#) > Edit organisation details

## Edit organisation details

The preferred organisation name can be the trading name or another commonly known name for your organisation. The preferred name will be displayed throughout the DSS Data Exchange system and will be visible to other users of the system.

All fields marked with an asterisk (\*) are required.

### Organisation details

Preferred organisation name: \*

Partnership Approach agreement: \*  Yes  No

Changing this value will update all programme activities and overwrite any existing Partnership Approach agreements.

ABN: 11005906054

Source Organisation ID: 4-13UI4P

Source Organisation name: Community Organisation

[Cancel](#)

**SAVE**





[Home](#) > Manage organisation



• Successfully saved

## Manage organisation

[EDIT ORGANISATION DETAILS](#)

### Organisation Details

Preferred organisation name: Community Care

Partnership Approach agreement: Yes

ABN: 11005906054

Source Organisation ID: 4-13UI4P

Source Organisation name: Community Organisation

### Outlets (29)

[ADD OUTLET](#)

#### I WANT TO...

- Find a client
- Find a case
- Add a client
- Add a case
- Add a session
- Manage organisation
- Manage users
- Reference data
- Uploaded files
- Go to home page



	<a href="#">Local High School</a>	39-41 Wood st MELBOURNE VIC 3000	
	<a href="#">Brisbane</a>	100 Creek st Brisbane QLD 4000	

Previous **1** **2** **3** Next

## Programme activities (66)

Programme activity	Start date	End date	
<a href="#">Family Law Counselling (for Canberra Life Skills)</a>	04/06/2014	30/06/2020	
<a href="#">Family Law Counselling (for Church Group)</a>	01/07/2014	30/06/2020	
<a href="#">Family and Relationship Services (for Church Group)</a>	12/06/2014	30/06/2020	
<a href="#">National Find and Connect</a>	01/07/2014	30/06/2020	
<a href="#">Royal Commission Interim support services</a>	01/07/2014	30/06/2020	
<a href="#">Forced Adoptions Support Services</a>	01/07/2014	30/06/2020	
<a href="#">Communities for Children - Facilitating Partners</a>	01/07/2014	30/06/2020	
<a href="#">Family and Relationship Services</a>	01/07/2014	30/06/2020	
<a href="#">Financial Crisis and Material Aid - Emergency Relief</a>	01/07/2014	30/06/2020	
<a href="#">Commonwealth Financial Counselling and Financial Capability</a>	01/07/2014	30/06/2020	

Previous **1** **2** **3** **4** **5** **6** **7** Next

[< BACK](#)



[Home](#) > [Manage organisation](#) > Programme activity: National Find and Connect

## Programme activity - National Find and Connect

[EDIT PROGRAMME ACTIVITY](#)

### Organisation details

Preferred organisation name: Community Care

Partnership Approach agreement: Yes

ABN: 11005906054

Source Organisation ID: 4-13UI4P

Source Organisation name: Community Organisation

### Programme activity details

Programme activity: National Find and Connect

Start Date: 1/07/2014

End Date: 30/06/2020

Partnership Approach agreement: Yes

### I WANT TO...

- Find a client
- Find a case
- Add a client
- Add a case
- Add a session
- Manage organisation
- Manage users
- Reference data
- Uploaded files
- Go to home page

# How do I record a SCORE assessment?

Domains

[Definitions for client circumstances SCOREs](#)

SHOW DOMAINS

Please rate at least one client circumstances domain

Client circumstances \ Ratings	1 Negative impact	2 Moderate negative impact	3 Middle ground	4 Adequate over the short term	5 Adequate and stable over the medium term
Age-appropriate development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community participation & networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment, education & training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family functioning	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health, wellbeing and self-care	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Money management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal and family safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLEAR RATINGS [Cancel](#)

SAVE



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Data Exchange

**SCORE - What's in it for you?**

# Demonstrate the outcomes you are achieving

- What outcomes are you achieving for your clients?
- What are your strengths? Where are you affecting the most change?
- What's working?
- What is the average shift in SCORE?
- What percentage of your clients have SCORE outcomes reported?

# Current partnership reports



Service Footprint Report



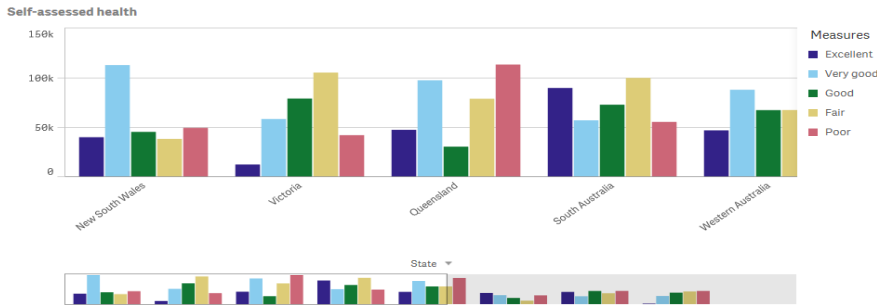
Resource Planning Report

# Partnership reports under development

Physical Health

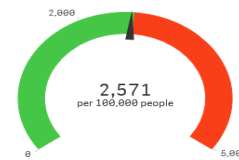
## Physical Health in your area had the following performance...

In 2014, there was an estimated 462,460 people with a long-term health condition.

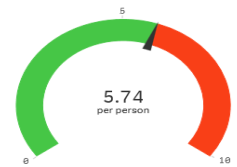


Data presented for selected State and Remoteness unless otherwise indicated.

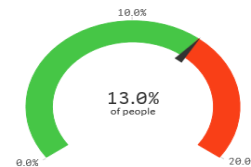
Potentially preventable diseases by SA3



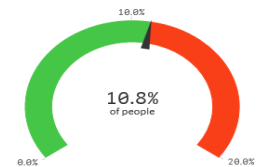
Average number of GP visits by SA3



People exceeding the Alcohol lifetime risk guidelines by State



Current daily smokers by State



▼ Base sheets (13)

What area are you interested in?	Physical Health	Mental Health	Personal & Family Safety	Community Participation & ...	Age-appropriate development	Managing Money	Material Wellbeing	Education	Employment	Family functioning
Housing	Data Sources									



# Partnership reports under development

## Referrals ALL

### Reporting Period

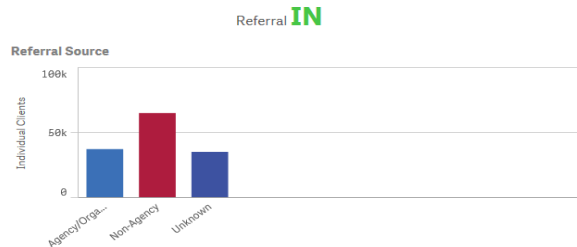
- 2014-2015
- 2015-2016
- 2016-2017

### Delivery Organisation

- 139 Club Limited
- ABIS Community Co-operative Society Limited
- Aboriginal Family Support Services Limited
- Aboriginal Prisoners and Offenders Support Serv...
- Acacia Ridge Community Support Inc
- ACCESS Community Services Limited
- Advance Diversity Services Inc

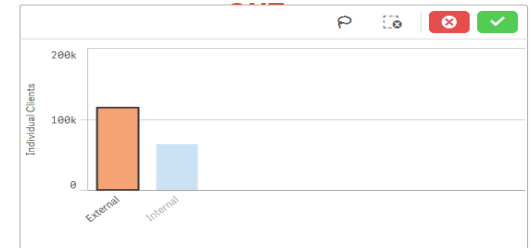
### Activity

- Assistance with Care and Housing
- Care Relationships and Carer Support
- Carers and Work
- Children's Contact Services
- Children and Parent Support Services
- Commonwealth Financial Counselling and Financial...
- Commonwealth Respite and Carelink Centres
- Communities for Children - Facilitating Partners
- Community and Home Support
- Community Mental Health - A Better Life

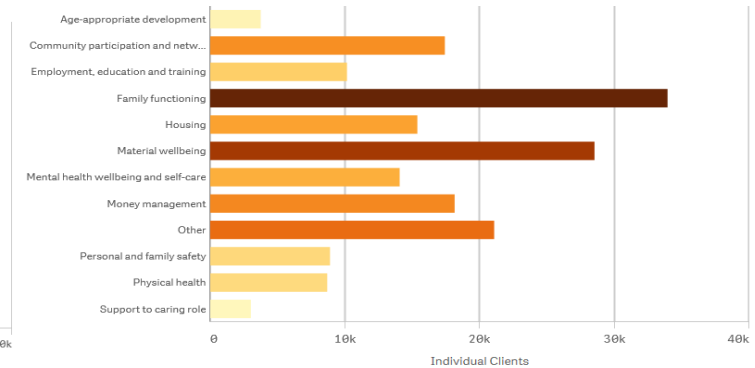
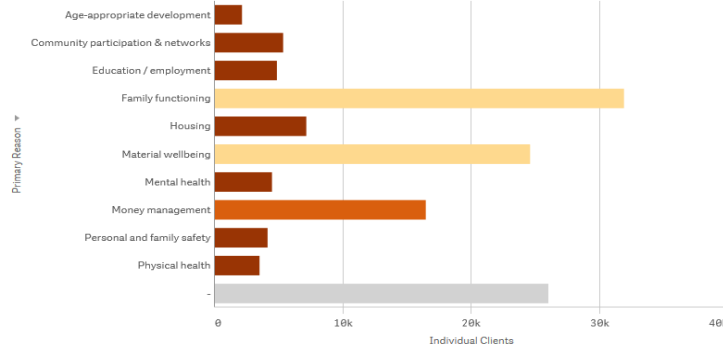


### Individual Clients

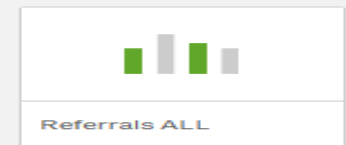
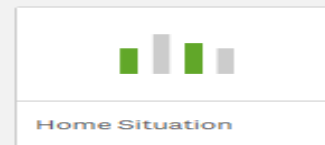
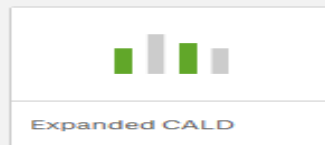
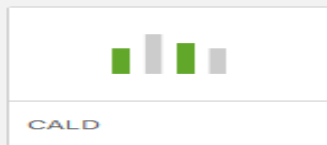
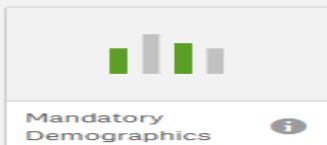
116k



### Reason for Seeking Assistance



### Base sheets (5)



# Partnership reports under development

## Home Support and Care

Reporting Period

2015-2016

2016-2017

Number of Organisations



1,373 <sup>3,219</sup>  
Outlet Count

Number of Individual Clients



999,243

Total Sessions



23,106,037

Number of Individual Clients



Number of Sessions



Activity

Assistance with Care and Housing

Care Relationships and Carer Support

Community and Home Support

Service Type Drill Through

Allied Health and Therapy Services

Assistance with Care and Housing

Centre-Based Respite

Cottage Respite

Domestic Assistance



Quantity

14,081,381



Hours

28,688,186



Total Costs

58,236,579



Fees

23,649,188



Client Contribution

34,587,471

Base sheets (10)

Home Support and Care

Outlets

Client Demographics

Client CALD

Client Home Situation

Client Location

Service Type

Organisations

Sessions

Information Page

# SCORE report

## Goals

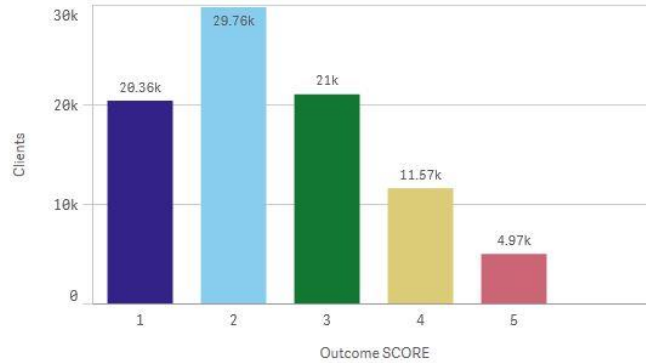


Clients  
**107,055**

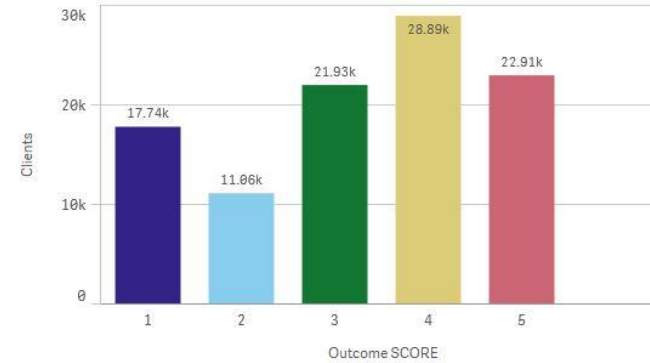
Average SCORE increase

**1.32**

First Assessment across all Domains



Last Assessment across all Domains



### Highest SCORE Goal Domains

Outcome Domain	Q	Clients with a Positive Outcome
Changed knowledge and access to information		19%
Changed skills		16%
Changed impact of immediate crisis		14%
Changed confidence to make own decisions		14%
Changed behaviours		14%
Changed engagement with relevant support services		12%

Average number of days between First and Last Assessment

**70**



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# Demonstration of the Partnership Reports



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Data Exchange

**Client Survey** – a separate view  
of outcomes achieved

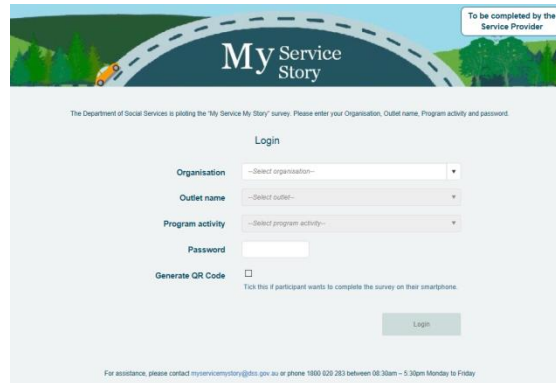
# How does the survey fit within the DSS outcomes framework?

It's one piece of the outcomes puzzle.



The client survey will neither replace the need for, or value of, outcomes data collected through the partnership approach, nor data that an individual organisation might collect to measure outcomes and inform their activities.

# What is the Data Exchange client survey?



The screenshot shows the 'My Service Story' login page. At the top, there is a header with the text 'My Service Story' and a small box that says 'To be completed by the Service Provider'. Below the header, there is a message: 'The Department of Social Services is piloting the "My Service My Story" survey. Please enter your Organisation, Outlet name, Program activity and password.' The login form includes fields for 'Organisation', 'Outlet name', 'Program activity', and 'Password'. There is also a checkbox for 'Generate QR Code' with the text 'Tick this if participant wants to complete the survey on their smartphone.' A 'Login' button is located at the bottom right of the form. At the very bottom, there is a small line of text: 'For assistance, please contact [myservicecomplaints@dsos.gov.au](mailto:myservicecomplaints@dsos.gov.au) or phone 1800 223 283 between 08:30am - 5:30pm Monday to Friday'.

The client survey forms part of the Data Exchange priority requirements and provides the opportunity for clients to provide their feedback on the impacts of services they use.

The survey includes outcomes measures that can be used across a range of services so that the impacts of service delivery can be highlighted and further explored.

The client survey is independent of the Data Exchange portal and is accessed via a dedicated website.

# What do the survey questions cover?

- Demographic and life factors impacting on client outcomes.
- Questions aligned to 9/10 **client circumstances** and are asked in both the pre and post client survey.
- Questions aligned with the goal area of SCORE relating to **client behaviour and ability** to enact change as a result of services and are asked only in the post client survey
- Questions relating to aspects of **client satisfaction** and are asked only in the post client survey.



# For more information...

Data Exchange website: <https://dex.dss.gov.au/>

Subscribe to receive alerts when new information is made available.

Questions	Mailbox
Data Exchange Helpdesk	dssdataexchange.helpdesk@dss.gov.au