Acknowledgment of Country

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

Australian Government

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
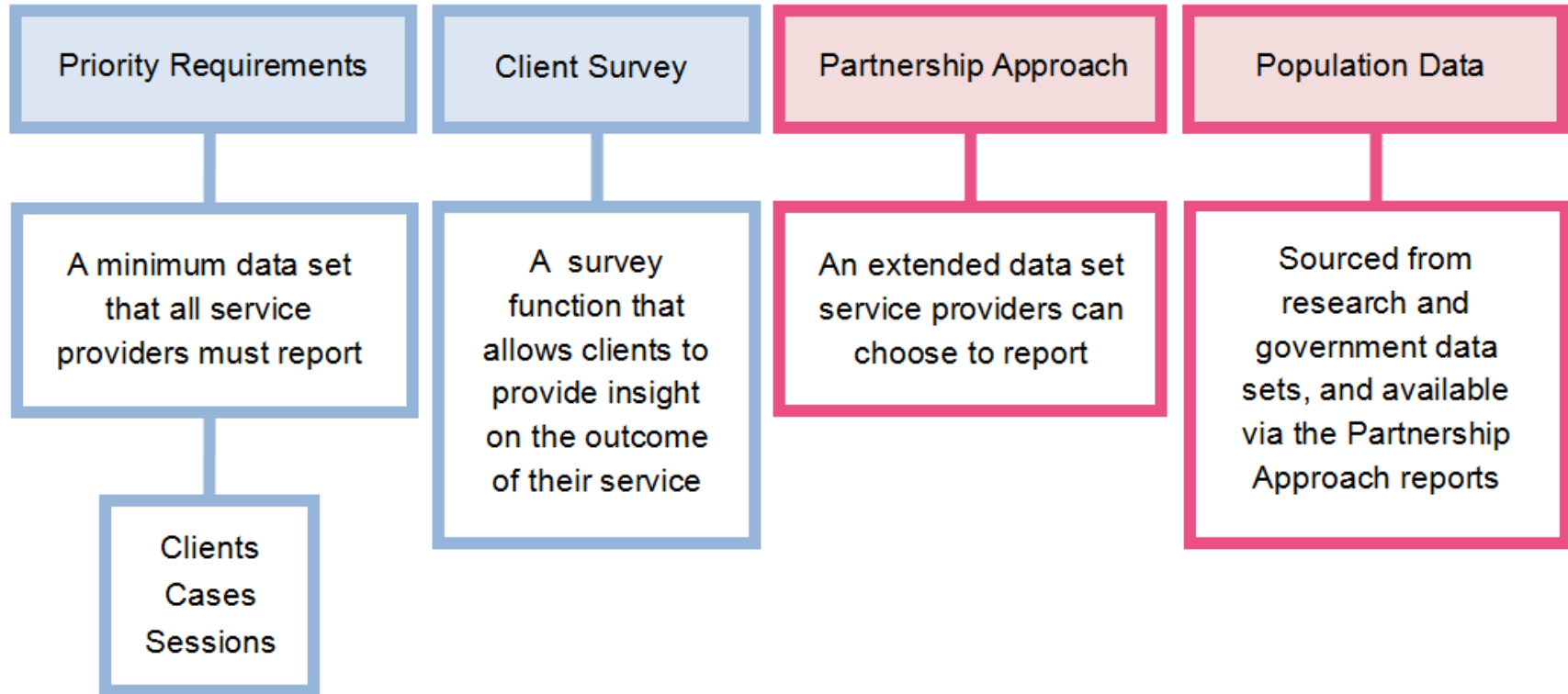
5: Partnership reports

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

Priority Requirements	Client Survey	Partnership Approach	Population Data
A minimum data set that all service providers must report	A survey function that allows clients to provide insight on the outcome of their service	An extended data set service providers can choose to report	Sourced from research and government data sets, and available via the Partnership Approach reports
Clients Cases Sessions			

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

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 →

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

Settlement Services →

Aged Care / Disability Support Services →

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

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

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SCORE

May 2017

What is SCORE ?

Standard **C**lient **O**utcomes **Re**porting

A standardised way of <u>reporting</u> 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: No progress in achieving goals	2:	3:	4:	5: 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
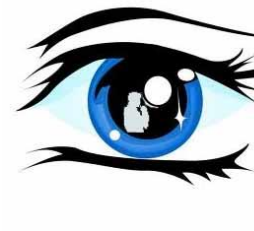
Observation

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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SCORE Examples

Example 1 – Parenting course
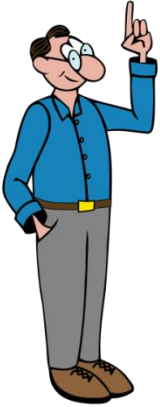
Ned is a grandfather who has been told by his children that he needs to <u>improve his parenting skills</u> if he wants to look after the grandchildren (after the infamous red frog incident).

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

Case name:
PPP (Puppies, Pepsi and Poppy)

Intended outcome:
Changed parenting skills for seniors
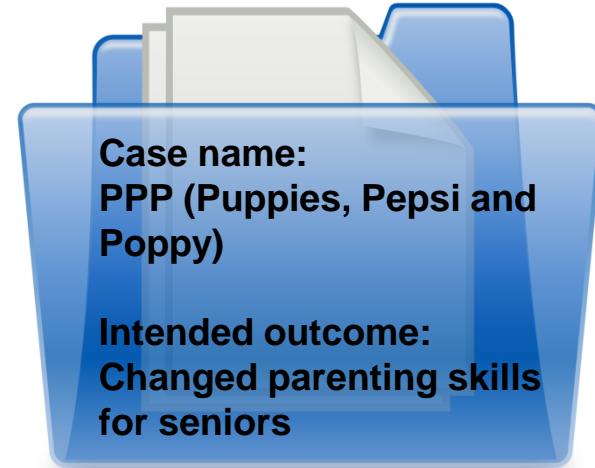
| Session 1 | Session 2 | Session 3 | Session 4 | Session 5 | Session 6 |

Changed skills

Pre-SCORE
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.

Case name:
Family Counselling case 2354

Intended outcome:
Improve family functioning through counselling

Session 1   Session 2   Session 3

John
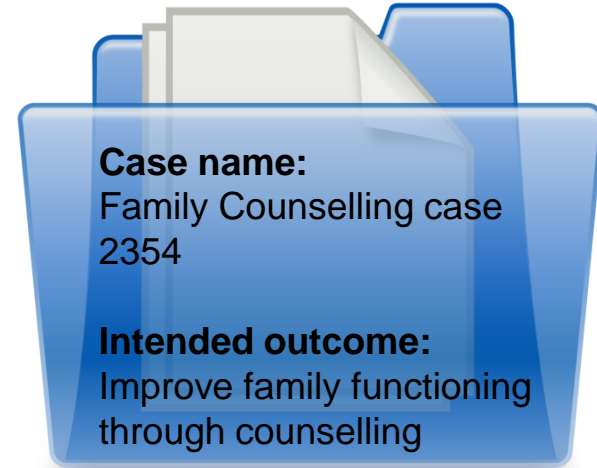
Pre-SCORE

2

Moderate 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

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

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.

Case name:
Food parcels

Intended outcome:
Provide emergency relief to families in need

Session 1

Betty

Pre-SCORE

1

No progress in reducing the negative impact of the immediate crisis

Post-SCORE

2

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

Changed impact of immediate crisis

Pre-SCORE

2

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

Post-SCORE

3

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

Changed engagement with relevant support services

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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)

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Task card 4

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You are logged in to
Community Care

Logout

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

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Data Exchange

You are logged in to
Community Care

Logout

Local High School   39-41 Wood st MELBOURNE VIC 3000

Brisbane   100 Creek st Brisbane QLD 4000

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

Programme activities (66)

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

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

< BACK

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Task card 4

How do I record a SCORE assessment?

Domains   Definitions for client circumstances SCOREs

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	○	○	○	○	○
Community participation & networks	○	○	○	○	○
Employment, education & training	○	○	○	○	○
Family functioning	○	◉	○	○	○
Housing	○	○	◉	○	○
Material well-being	○	○	○	○	○
Mental health, wellbeing and self-care	○	○	◉	○	○
Money management	○	○	○	○	○
Personal and family safety	○	○	○	○	○
Physical health	○	○	○	○	○

CLEAR RATINGS   Cancel   **SAVE**

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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

Partnership reports under development

Partnership reports under development

SCORE report

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Demonstration of the Partnership Reports

Data Exchange

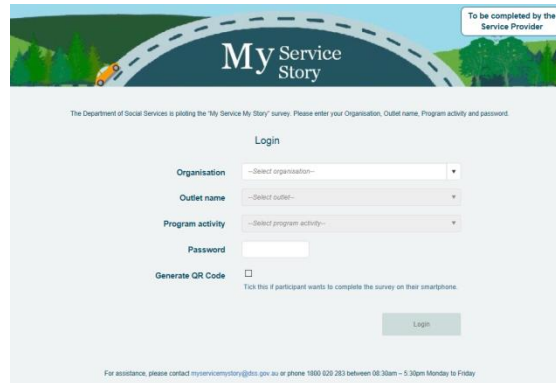**Client Survey** – a separate view of outcomes achieved

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 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/**

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