Sugarvalley Neighbourhood Centre - TEI Outcomes Matrix

Activities	TEI program client outcomes identified in program logic and schedule	Service level outcomes identified in program logic	Outputs from program logic	Target percentage of: • Individual clients (including de-identified clients) • clients who complete outcome survey	How will this be measured?	When will this be measured?	Who is responsible for measuring this outcome?
TEI Program Activity 1: Develop Community Connections **Service Type: Community engagement** Holding Pop up stalls and BBQs in community / schools to give people information about the services offered by the centre, these may include: • You're Kidding Me Expo • Homeless Connect Day • School Information Days	**Education and skills**: Increased school attendance and achievement	Increased knowledge about services and activities in their community	Number of events = 5 Number of participants at each event = 30 clients Total clients per year = 150	100% of participants at these events will be unidentified.	We will assess if participants knowledge of local services increased using a practioner assessment. Sugarvalley staff will complete the following survey: "Did participants' knowledge of local services increase?" Results will be translated into Community SCORE domain "Group/Community knowledge, skills, attitudes and behaviours". Sugar Valley staff should reflect on their experience at the expos and events to answer the above question. Think about the following: • How many people did you speak to? • How did they respond to the information you gave them? • Where people looking for information you couldn't provide?	The outcomes will be measured at the end of the event.	Activity leader will complete the practitioner-assessment.
TEI Program Activity 1: Develop Community Connections **Service Type: Social Participation** Social groups, activities, and workshops this may include: • Art and Craft • Youth groups	**Social and Community:** Increased participation in community events Increased sense of belonging to their community	Community members actively participate in community life Community members have an increased sense of belonging to their community	Number of social groups or workshops = 2 Number of participants = 8 per group Number of clients who would recommend this activity to other people **Total clients per year = 16**	60% of clients aged 15 and over, participating in these activities will be individual clients. Clients who do not or cannot consent will be de-identified in DEX. Clients who refuse to provide personal information will be unidentified (expected 40%) Target completion rate of survey: 50% of all individual clients	Eligible participants (i.e. those aged 15 years and over) will be asked to complete the following survey: How much do you agree or disagree with the following statements: • I get involved with local activities/groups • I feel a sense of belonging to my community The two scores will need to be averaged for each client and then a single number entered into the Circumstance SCORE domain "Community participation & networks" for each client. Satisfaction will be measured using the following question: How much do you agree or disagree with the following statement: • I would recommend this activity to other people The response to the question will be directly translated into Satisfaction SCORE domain "I am satisfied with the services I have received" for each client.	The outcomes will be measured • first week of attendance • last week of the group	Activity leader will invite all individual clients to complete the survey.

TEI Program Activity 1: Develop Community Connections **Service Type: Indigenous Social Participation** • Cultural activities or workshops • NAIDOC Week Cultural awareness activities for non-Indigenous community members	**Social and Community:** Increased sense of belonging to their community Increased participation in community events	Increased sense of belonging in the community for Aboriginal community members	Number of events or sessions = 2 Number of participants = 8 per event or session Total clients per year = 16	100% of participants at these one off events will be unidentified. If an individual client is known to the activity leader they can be added to the session. Target completion rate of survey : 50% of participants	Participants will be asked to complete the following survey: How much do you agree or disagree with the following statement: • The event increased my sense of belonging to my community Answers from all participants will need to be collated and then averaged and entered as a single number into the Community SCORE domain "Social cohesion".	The outcomes will be measured at the end of the event.	Activity leader will invite all participants. Participants under 15 are able to complete surveys for Community SCORE as all will be unidentified in DEX.
TEI Program Activity 2: Community Centre **Service type: Information/Advice/Referral** Face to face, phone, social media or internet contact to assist with: • Provision of standard advice / guidance or information for individuals or families • Referrals including to another service provider or within the organisation	**Education and Skills:** Increased school attendance and achievement	Increased knowledge about services and activities in their community.	Number of unidentified clients receiving information/advice/ referrals per month = 25 **Total clients per year = 300**	95-100% of participants will be unidentified.	Outcomes will not be measured due to the nature of the service. If clients are already identified in DEX and a referral is given, this information should be reported.	N/A	N/A
TEI Program Activity 2: Community Centre **Service type: Social Participation** • Food Program - Partner with OzHarvest to provide fresh produce to the general community. • Room Hire • Book and games library • Internet access • Computer and printing services • Community events such as inviting local council representatives/ members of parliament to engage with the community	**Social and Community:** Increased participation in community events Increased sense of belonging to their community	Increased informal and formal networks	Number of clients receiving food packages Number of times rooms are hired per month Number of people accessing the internet, computer and printing services	95-100% of participants will be unidentified. Target completion rate of surveys: 20% of participants	Participants will be invited to answer the following question: How much do you agree or disagree with the following statement: • This service allowed me to increase my informal and formal networks Answers from all participants will need to be collated and then averaged and entered as a single number into the Community SCORE domain "Social cohesion".	The outcomes will be measured at the end of service delivery (this might be end of the event/day/week/ month depending on the specific activity).	Activity leader will invite participants to complete the survey when it is deemed practical i.e. community events with local representatives.
		Increased access to resources	Number of community events held Number of clients satisfied with the service they received **Total clients per year = 150**		Participants will be invited to answer the following question: How much do you agree or disagree with the following statement: • The service increased my access to resources Answers from all participants will need to be collated and then averaged and entered as a single number into the Community SCORE Group/community knowledge, skills, attitudes and behaviours domain	The outcomes will be measured at the end of service delivery (this might be end of the event/day/week/ month depending on the specific activity).	Activity leader will invite participants to complete the survey when it is deemed practical i.e. room hire.

TEI Program Activity	Social and Community		Measures	Targets	Survey/SCORE	When measured	Who administers
TEI Program Activity 3: Provide Community Support **Service type: Social Participation** • Playgroups – co facilitated with another organisation • Parents as Teachers program • Workshops e.g. social skills • Volunteering- long term volunteers, often socially isolated members of the community	**Social and Community:** Increased participation in community events Increased sense of belonging to their community	Increased informal and formal networks Increased sense of belonging to their community	Number of playgroup sessions run Number of participants Number of workshops Number of participants Number of clients who accessed the Breakfast Club Number of volunteers Number of clients in crisis who received a pantry and essential item pack	50% of clients aged 15 and over, participating in these activities will be individual clients. Clients who do not or cannot consent will be de-identified in DEX. Clients who refuse to provide personal information will be unidentified (expected 50%) Target completion rate of surveys: 50% of all individual clients	Eligible participants (i.e. those aged 15 years and over) will be asked to complete the following survey: How much do you agree or disagree with the following statements: • I have formal and informal networks in my community The two scores will need to be averaged for each participant and then a single number entered into the Circumstance SCORE domain "Community participation & networks" for each client. Satisfaction will be measured using the following question: How much do you agree or disagree with the following statement: • I would recommend this activity to other people The response to the question will be directly translated into Satisfaction SCORE domain "I am satisfied with the services I have received" for each client.	The outcomes will be measured: • first week of attendance • last week of the group	Activity leader will invite all individual clients to complete the survey
TEI Program Activity 3: Provide Community Support **Service type: Social Participation** • Food Program - pantry and essential items are provided to the most vulnerable community members in their time of need. • Breakfast Club – provide breakfast for all members of the community			Client demographics (when relevant) Number of clients who would recommend the activity to other people (only relevant for playgroup, workshops and volunteers) **Total clients per year = 400**	100% of participants at these one off events will be unidentified. If an individual client is known to the activity leader they can be added to the session. Target completion rate of survey: 50% of participants	Participants will be invited to answer the following question: How much do you agree or disagree with the following statements: • This service allowed me to increase my informal and formal networks • I feel an increased sense of belonging to my community Results for participants will need to be collated and averaged, then a single number entered into the Community SCORE domain "Social cohesion"	The outcomes will be measured at the end of service delivery (this might be end of the event/week/ month depending on the specific activity).	Activity leader will invite all participants to complete the survey when deemed practical e.g. every 4th week the activity is held. Participants under 15 are able to complete surveys for Community SCORE as all will be unidentified in DEX.