

# Using data in the TEI program

A guide to check your data quality and demonstrate performance against contracts

October 2021





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## Introduction

This document provides guidance for the Targeted Earlier Intervention (TEI) sector to understand and use the Data Exchange reports. It should be used by TEI-funded services to:

- use data to demonstrate performance against TEI contract/s
- identify and fix data quality issues

It should also be used by Department of Communities and Justice (DCJ) Commissioning and Planning officers to support their service providers to do the above.

## The Data Exchange

In the TEI program, funded service providers are contractually obligated to report data in the Data Exchange.

The Data Exchange is web-based platform hosted by the Department of Social Services. It has the flexibility to capture information across the entire TEI continuum. It helps ensure service delivery information and client outcomes are reported in a consistent way.

The Data Exchange will support DCJ and TEI-funded services (you) to:

- have conversations about performance against the contract
- have a clear understanding of the TEI client base
- track client pathways through the system
- measure the impact you 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.

## 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.

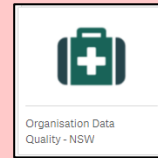
These reports can be accessed by organisations at any time. The content of reports is refreshed every 24 hours, to enable near real-time access to information. This means the more regularly you enter data, the more relevant your reports will be.

TEI service providers can access eight different Data Exchange reports.

**Important note:** the two most useful reports for TEI service providers are:



### The NSW TEI Activity Report



### Organisation Data Quality Report

The document takes you through how to find and use the data in these reports.

## Standard reports

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.



- [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).

## Who can access the Data Exchange reports?

Any staff member in your organisation who has access to the Data Exchange can see the Data Exchange reports. However, some staff may have restricted access.

In the Data Exchange, there are three different access levels:

- **Organisation administrator:** responsible for managing the Data Exchange. They can set up the organisation's details, add other users, create and manage outlets, create delivery partners.
- **Organisation editor:** can create, edit and view records.
- **Organisation view only:** can only view records.

When an 'editor' or a 'view only' user is created, they are assigned program activities and outlets. In the Data Exchange reports, 'editors' and 'view only' users, can only see the data for the program activities and outlets they have been assigned.

Organisation administrators can see all the data that has been reported for their organisation. This means, when you check your data quality and use your data to demonstrate performance an organisation administrator should do this work. If an 'editor' or a 'view only' user does this, they won't be able to see all the data they need to.

To change a staff members access level see: [Add and Edit a User](#)

## How to use this guide

You should review your data in the Data Exchange reports when reading this guide.

### Part 1. Using data to demonstrate performance

This section will support you to understand:

- what information DCJ expects to see in the Data Exchange reports
- how DCJ staff will use the reports to monitor performance against the contract
- how to correct any issues that may have occurred in reporting.

## Part 2. Data quality

This section will support you to understand:

- why data quality is important
- how to make sure your data is high-quality
- how to identify and fix data quality issues.

It includes examples of key data quality issues, explains why it's important they're addressed and shows you how to fix it.

DCJ understands that reporting through a new platform will involve a period of adjustment and transition. We acknowledge this may influence the quality of data in the early stages of using the Data Exchange. This will be taken into consideration by District contract managers.

### Correcting and fixing your data

It is service provider's responsibility to ensure their 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.


### Reporting periods and deadlines

In the Data Exchange, there are two reporting periods. Each reporting period has a 30-day closing period to finalise your data and check the quality of your data.

All data must be finalised by the end of the closing period.

Reporting period	Closing period
1 July – 31 December	Ends 30 January
1 January – 30 June	Ends 30 July NB It is not the 31 July

If you miss this deadline you can submit a [System Re-opening Request form](#) to DSS. However, 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 Contract manager before submitting a request.

### Additional resources

There are numerous resources you can use to better understand how to use the Data Exchange and get the most out of your data:

- [TEI Data Collection and Reporting Guide](#)
- [The Data Exchange Reports: Access, explore and export your data](#)
- [Using data to improve our services](#)
- [The NSW TEI Activity Report](#)

## Part 1. Using data to demonstrate performance

In the TEI program, funded service providers are contractually obligated to report data in the Data Exchange. The data that is reported can be used to monitor a funded service provider's performance and to ensure they adhere to their contract.

Data from the Data Exchange will be used to measure performance against two main sections of the Agreement for Funding of Services, Schedule for TEI (the contract). These sections of the contract are:

- Table 1: Service Plan
- Table 2: Service Details

In Table 1, data from the Data Exchange will be used to review client numbers for each Program Activity. See below for an example of Table 1.


Financial Year	Service level	Maximum quantity	Unit measure	Unit price	Line Item Total
2020/2021	Community Support	110	Clients	[N/A]	\$XXXX

In Table 2, data from the Data Exchange will be used to review the location(s) services should be delivered in, the target group, the number of clients and the proposed client outcome, for each Service Type. See below for an example of Table 2.

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/ support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/ migrants	Social participation	15	Social and Community: Increased participation in community events

In your contract, there is a table for each program activity (the example above is just for Program Activity 3: Community Support). The table will only be completed for the program activities you have been contracted to deliver.





**Important note:** when looking at client numbers, the focus will be on Table 2: Service details in your contract.

In most cases, client numbers in the contract will be most accurate at the Service Type level (i.e. Table 2).

Client numbers in Table 1 are often a sum of the totals in Table 2. As such, the numbers in Table 1 may be overestimated, if it is common for individual clients to attend multiple services delivered under your contract.

This is a good opportunity to review client numbers, particularly those in Table 1, and have a conversation about whether the levels should be adjusted.

See the section on client numbers below for more information.

## Checklist: using data to demonstrate performance

Below is a check list you can use to prepare for and during your contract management discussions.

Work your way through each item to discuss your organisation's performance against the contract.

Ensure that a staff member responsible for data entry and/or upload is present in any discussions about data quality.

Step	Action	
1	<b>Outlets</b>	Check your outlets: are services being delivered in the correct locations? <input type="checkbox"/>
2	<b>Program Activities and Service types</b>	Check your program activities and service types: are the right activities being delivered and reported on? <input type="checkbox"/>
3	<b>Client numbers</b>	Check your client numbers: are services being delivered to the right amount of people? Are the targets, in both Tables 1 and 2 of the contract, being met? <input type="checkbox"/>
4	<b>Client demographics</b>	Check your client demographics: are the right target groups being reached? <input type="checkbox"/>
5	<b>Client and Community Outcomes</b>	Check your client and community outcomes: are your activities contributing to client and community outcomes? Are outcomes being recorded in the right domains and for the right activities? <input type="checkbox"/>
6	<b>TEI Minimum Dataset</b>	Check the minimum dataset is being reported: is the right information being reported overall? Are you reporting data for the Partnership Approach? <input type="checkbox"/>
7	<b>Data Quality</b>	Check the quality of your data: is your data correct and complete? Is important information missing? See Part 2 of this document. <input type="checkbox"/>

See below for detailed instructions on how to complete each step.

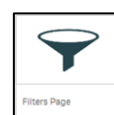
## Step 1. Check your outlets

In the Data Exchange, an outlet is a location where a service took place.

We use outlets to make sure services are delivered in the communities that need them most.

The location of your outlets in the Data Exchange, should align with the locations in your contract. Under Table 2 in the contract, there is a table for each program activity you deliver. Each table then lists the locations you are expected to deliver services in (see below for an example).

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/ support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/ migrants	Social participation	15	Social and Community: Increased participation in community events



To check this, go the **NSW TEI Activity Report** and select the **Filters page** (see Figure 1).

You can use the filters to see what outlets have been created, and the LGAs and suburbs those outlets are located in.

Based on the table above, this service provider would need at least two outlets: one for their work in Fairfield and another for their work in Liverpool.

In Figure 1, we can see they created two outlets:

- Family and Community Centre in Liverpool
- Fairfield High school in Fairfield

Figure 1. Check your outlets

NSW TEI Activity Report

Analyze Sheet | Narrate Storytelling

No selections applied

Filters Page

Use the filters below to select the relevant reporting periods and your District.

**Attendee type**

Individual Client

Support Person

Unidentified Client

**Lead Organisation in partnership approach**

No

Yes

**Outlet NSW DCJ District**

Central Coast

Far West

Hunter

Illawarra Shoalhaven

**Outlet**

Family and Community Centre ✓

Fairfield High School ✓

Bankstown TEI

Bonnyrigg Community Centre

C&FS\_ Family capacity Building

Cabramatta

Cabramatta-Fairfield Family worker

Canley Heights Public School

Carnes Hill Market Place

CatholicCare - Cabramatta West

CB\_Events

CB\_Programs

CB\_SocialInclusion

CB\_Workshops

CC\_Community Engagement

CC\_Information,Advise & Referral

Child Youth and Family Support

Clever cookies

Counselling & Workshops (LP/FF, CT, CB)

CS\_Advocacy &support

CS\_Employment pathways

**Activity**

TEI - Community Centres

TEI - Community Connections

TEI - Community Support

TEI - Intensive or Specialist Support

TEI - Targeted Support

**Session Financial Year**

2021-2022

2020-2021

2019-2020

**Lead Organisation**

South West Family and Community Centre ✓

Anglican Community Services

Australian Chinese & Descendants Mutual Association Comm...

CatholicCare Sydney Limited ATF CatholicCare Sydney Trust

Core Community Services Limited

Fairfield City Council

**Outlet LGA**

Fairfield (C) ✓

Liverpool (C) ✓

Albury (C)

Armidale Regional (A)

**Outlet Suburb**

ASHCROFT

AUSTRAL

BONNYRIGG

**Delivery Organisation**

3Bridges Community Limited

Accessible Diversity Services Initiative Limited

Airds Bradbury Community Centre Incorporated

Al Zahra Muslim Womens Association Incorporated

Albion Park Rail Community Centre Incorporated

Albion Park Youth and Community Care Incorporated

Note: This filter is only necessary if your Organisation sub-contracts another Organisation to deliver services on your behalf.

**Session Reporting Period**

01/07/2021 to 31/12/2021

01/01/2021 to 30/06/2021

01/07/2020 to 31/12/2020

01/01/2020 to 30/06/2020

**Session Month Calendar Year**

Jul 2021

Jun 2021

May 2021

Apr 2021

Mar 2021

Feb 2021

**Service type**

Advocacy/Support

Business Planning

Community Engagement

Community sector coordination

Community sector planning

Counselling

Education and Skills training

Facilitate Employment Pathways

Family Capacity Building

Indigenous advocacy/support

Indigenous community engagement

Indigenous healing workshop

Indigenous social participation

## What if an organisation has multiple contracts?

Outlets also need to be used to differentiate between multiple contracts. At a minimum, service providers should have one outlet per contract.

For more information about how many outlets your organisation should have and how to set them up see [Setting up outlets in the Data Exchange](#).

## What if we have multiple LGAs against one service type in our contract?

Instead of one LGA per line in your contract, it might look more like this:

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield, Liverpool	CALD individuals	Social participation	30	Social and Community

In these situations, you should just create your outlets based on where your activities are delivered.

For example, if all the social participation activities are delivered in your community centre, you would just have one outlet for the centre. If the social participation activities are delivered in three different parks, you would have three outlets – one for each park.

You will need to explain to your contract manager how your outlets relate back to the locations in your contract.

## What happens if we need to make changes to our outlets?

For support understanding how to set up your outlets see: [Setting up outlets in the Data Exchange](#). This document explains what outlets are, why they're important and how they should be set up for different services.

Also see: Create and Manage Outlets. This document gives step-by-step instructions on how to create an outlet in the Data Exchange.

Only organisation administrators can create outlets. If you cannot see the + Add Outlet button, this is because you are not an organisation administrator. You need to find the person in your organisation who gave you access the Data Exchange. They can create outlets for you.

Once you have created/edited your outlets, DSS needs to approve them. This can take up to 10 business days. DSS will notify you when your outlets have been approved.

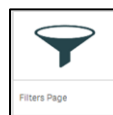
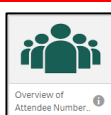
## Step 2. Check your program activities and service types

Service providers must report under the correct program activities and service types. This means the program activities and service types that are in your contract, must be the same as what is in the Data Exchange.

If the service types are different, either the contract needs to be updated, or you need to amend how you are reporting data in the Data Exchange. You should discuss the best approach to resolve variances with your contract manager.

Under Table 2 in the contract, there is a table for each program activity you deliver. Each table lists the service types you are expected to report on (see below for an example).

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/migrants	Social participation	15	Social and Community: Increased participation in community events



In the **NSW TEI Activity Report**, first go to the filters page and filter by your organisation and reporting period (Figure 2a). This will set you up for success when accessing the rest of the reports. Next, go to the **Overview of Client Numbers** sheet (see Figure 2b). On this sheet you can see the program activities and service types you have recorded clients under.

To check this information against contracts, you need to do the following:

1. Check the **program activities** that appear in the report are the same as what is in your contract. If the program activities are NOT the same, you have been reporting incorrectly and will need to resolve this issue as soon as possible.
2. Check the **service types** under each program activity are the same as what is in your contract. If the service types are NOT the same, you have been reporting incorrectly and will need to resolve this issue as soon as possible.

Figure 2a. Set your filters

2. Choose the page you want to view

1. Select filters

Filters Page

Use the filters below to select the relevant reporting periods and your District.

Attendee type: Individual Client, Support Person, Unidentified Client

Session Financial Year: 2021-2022, 2020-2021, 2019-2020

Session Reporting Period: 01/07/2021 to 31/11/2021, 01/07/2020 to 31/11/2020, 01/01/2020 to 30/06/2020

Session Month Calendar Year: Sep 2021, Aug 2021, Jul 2021, Jun 2021, May 2021, Apr 2021

Lead Organisation: 3Bridges Community Limited, Accessible Diversity Services Initiative Limited, Airds Bradbury Community Centre Incorporated, Al Zahra Muslim Womens Association Incorporated, Albion Park Rail Community Centre Incorporated, Albion Park Youth and Community Care Incorporated

Delivery Organisation: 3Bridges Community Limited, Accessible Diversity Services Initiative Limited, Airds Bradbury Community Centre Incorporated, Al Zahra Muslim Womens Association Incorporated, Albion Park Rail Community Centre Incorporated, Albion Park Youth and Community Care Incorporated

Outlet NSW DCJ District: Central Coast, Far West, Hunter, Illawarra Shoalhaven

Outlet LGA: Albury (C), Armidale Regional (A), Ballina (A), Bellingen (A)

Outlet Suburb: ABERDARE, ABERDEEN, ADAMINABY

Client LGA: Albury (C), Alpine (S), Armidale Regional (A)

Outlet: 0-3 years playgroup, Aberdeen Public School, Aboriginal Case Management, Aboriginal Catholic Services, Aboriginal Child Youth And Family, Aboriginal Early Intervention Family Worker, Aboriginal Early Literacy Program, Aboriginal Family Worker Upper Hunter, Aboriginal Mothers and babies project, Aboriginal Services, ACCS Bomaderry - Cnr Princes Hwy and Birriley St, ACCS Cullunghutti, ACCS Nowra, ACCS Sanctuary Point - Walmer Ave, ACCS Shoalhaven Outer Areas Counselling, ACCS Sussex Inlet - Thomson Street, ACDMAC, Adaminaby ROMPS, Adolescent & Family Counselling Service, Adolescent & Family Support & Counselling Project, Adolescent And Family Counsellor

Activity: TEI - Community Centres, TEI - Community Connections, TEI - Community Support, TEI - Intensive or Specialist Support, TEI - Targeted Support

Service type: Advocacy/Support, Business Planning, Community Engagement, Community sector coordination, Community sector planning, Counselling, Education and Skills training, Facilitate Employment Pathways, Family Capacity Building, Indigenous advocacy/support, Indigenous community engagement, Indigenous healing workshop, Indigenous social participation

Figure 2b. Check program activities

Overview of Client Numbers

Individual Clients: 137,875

Unidentified Clients: 770,746

Support Persons: 2,909

Clients and Support Persons per Activity and service type

Activity	Service Type	Individual Clients	Unidentified Clients	Combined total Individual and Unidentified Clients	Support Persons
Totals		137,875	770,746	908,621	2,909
TEI - Community Centres	Community Engagement	1,970	25,678	23,679	13
TEI - Community Centres	Education and Skills training	1,032	9,621	11,828	23
TEI - Community Centres	Information/advice/referral	11,996	160,170	170,410	163
TEI - Community Centres	Social participation	10,658	117,889	124,732	151
TEI - Community Connections	Community Engagement	7,898	102,409	103,308	85
TEI - Community Connections	Community sector coordination	1,028	20,214	28,633	8
TEI - Community Connections	Community sector planning	714	11,687	11,687	4
TEI - Community Connections	Education and Skills training	2,765	15,368	17,651	96
TEI - Community Connections	Indigenous community engagement	433	20,155	19,852	68
TEI - Community Connections	Indigenous social participation	734	13,022	11,569	9
TEI - Community Connections	Information/advice/referral	3,095	56,423	57,391	18
TEI - Community Connections	Social participation	8,353	60,030	65,642	103

Clients and Support Persons per month

Note: By default, this chart displays the current reporting period plus two reporting periods prior. When any filter is applied, this default behavior is superseded.

Session Month - Calendar Year

Measures: Individual Clients, Unidentified Clients, Support Persons



## **What happens if we've reported under the wrong program activities or service types?**

If you've reported under the wrong program activities or service types, the data will need to be re-entered or re-uploaded to correct the error.

If you enter data manually into the Data Exchange, you will need to edit or delete the relevant cases and sessions and re-enter the data correctly.

If you conduct bulk uploads or system-to-system transfers, you will need to correct the data in your system or spreadsheet and re-upload it.

If errors are not resolved before a reporting period closes, DCJ will not be able to accurately monitor your performance and you may be in breach of your contract.

If you think your contract needs to be updated to better reflect the activities you deliver, talk with your contract manager as soon as possible. Agreement can be reached via email until a formal contract variation takes place.

## **What if we've been set up in DEX with the wrong program activities?**

When a service provider is set up in the Data Exchange, DCJ assign program activities to them.

When a service provider first gains access to the Data Exchange, they should ensure the program activities in the Data Exchange, match the program activities in their contract. For help viewing your program activities see: [Overview of the My Organisation section](#)

If your program activities in the Data Exchange are incorrect, contact your contract manager as soon as possible. They will engage with Central Office to have your program activities updated.

If program activities are changed due to contract re-negotiations or updates, it is the responsibility of contract managers to communicate this to Central Office as soon as possible.



### Step 3. Check your client numbers

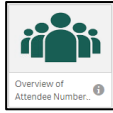
For each year in your contract, a target has been set for the number of clients you should work with for each program activity and service type.

The client numbers for each program activity are in Table 1: Service Plan in your contract (see below for an example).

Financial Year	Service level	Maximum quantity	Unit measure	Unit price	Line Item Total
2020/2021	Community Support	110	Clients	[N/A]	\$XXXX

The client numbers for each service type are in Table 2, Service Details in your contract (see below for an example).

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/migrants	Social participation	15	Social and Community: Increased participation in community events



To check this, in the **NSW TEI Activity Report**, you will need to first click on the filters page and filter by your organisation and reporting period (Figure 3a). This will set you up for success when accessing the rest of the reports. Next, go to the **Overview of Client Numbers** sheet (see Figure 3b). On this sheet you can see:

- A. The total number of clients the organisation has seen
- B. The number of clients for each program activity and service type

To check client numbers, go through each line in the contract and check the number of clients in the Data Exchange matches, or is close to, the number of clients in the contract (Quantity # clients).

You should do this for each program activity and each service type in the contract.

**Figure 3a. Set you filters**

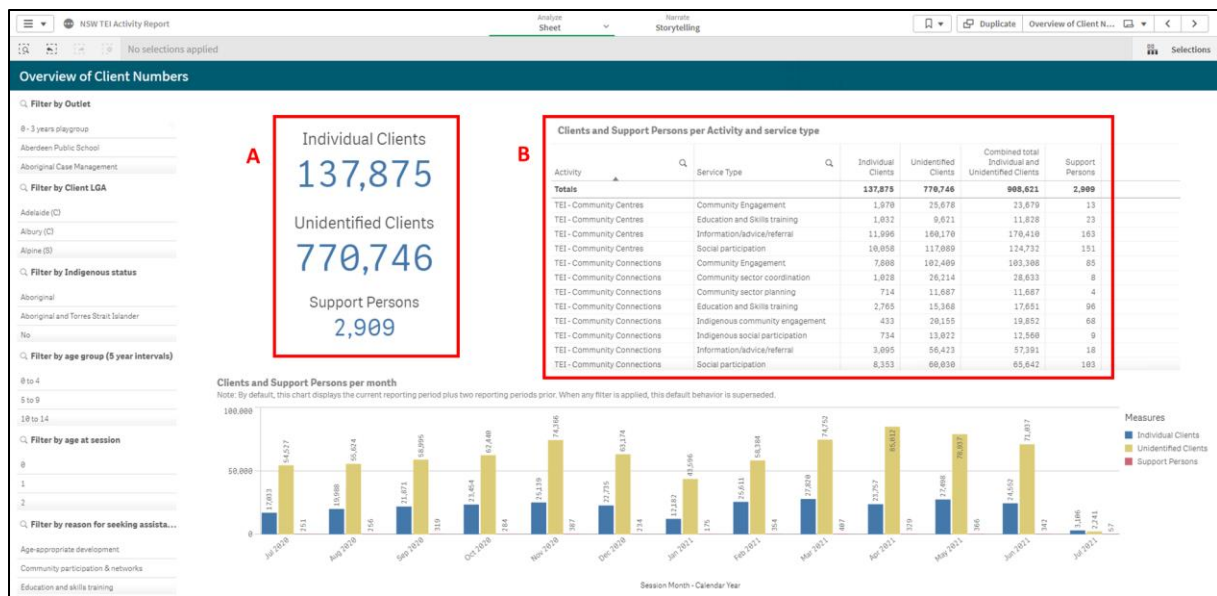
The screenshot displays the 'Filters Page' interface for the 'NSW TEI Activity Report'. The page title is 'Filters Page' and it includes a navigation bar with 'Analyze Sheet' and 'Narrate Storytelling' options. The main content area is titled 'Filters Page' and contains several filter sections:

- Attendee type:** Individual Client, Support Person, Unidentified Client.
- Session Financial Year:** 2021-2022, 2020-2021, 2019-2020.
- Session Reporting Period:** 01/07/2021 to 31/12/2021, 01/01/2021 to 30/06/2021, 01/07/2020 to 31/12/2020, 01/01/2020 to 30/06/2020.
- Session Month Calendar Year:** Sep 2021, Aug 2021, Jul 2021, Jun 2021, May 2021, Apr 2021.
- Lead Organisation in partnership approach:** 3Bridges Community Limited, Accessible Diversity Services Initiative Limited, Airda Bradbury Community Centre Incorporated, Al Zahra Muslim Womens Association Incorporated, Albion Park Rail Community Centre Incorporated, Albion Park Youth and Community Care Incorporated.
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- Client LGA:** Albury (C), Armidale Regional (A), Ballina (A), Ballinald (A).
- Outlet NSW DCJ District:** Central Coast, Far West, Hunter, Illawarra Shoalhaven.
- Outlet LGA:** Albury (C), Armidale Regional (A), Ballina (A), Ballinald (A).
- Outlet Suburb:** ABERDARE, ABERDEEN, ADAMINABY.
- Outlet:** 0-3 years playgroup, Aberdeen Public School, Aboriginal Case Management, Aboriginal Catholic Services, Aboriginal Child Youth And Family, Aboriginal Early Intervention Family Worker, Aboriginal Early Literacy Program, Aboriginal Family Worker Upper Hunter, Aboriginal Mothers and babies project, Aboriginal Services, ACCS Bomaderry - Cnr Princes Hwy and Binley St, ACCS Cullinghuts, ACCS Nowra, ACCS Sanctuary Point - Walmer Ave, ACCS Shoalhaven Outer Areas Counselling, ACCS Sussex Inlet - Thomson Street, ACCMAC, Adaminaby ROMPS, Adolescent & Family Counselling Service, Adolescent & Family Support & Counselling Project, Adolescent And Family Counsellor.
- Activity:** TEI - Community Centres, TEI - Community Connections, TEI - Community Support, TEI - Intensive or Specialist Support, TEI - Targeted Support.
- Service type:** Advocacy/Support, Business Planning, Community Engagement, Community sector coordination, Community sector planning, Counselling, Education and Skills training, Facilitate Employment Pathways, Family Capacity Building, Indigenous advocacy/support, Indigenous community engagement, Indigenous healing workshop, Indigenous social participation.

Red annotations on the screenshot include:

- A red circle around the 'Session Reporting Period' filter with the text '1. Select filters' pointing to it.
- A red circle around the 'Filters Page' tab in the top right corner with the text '2. Choose the page you want to view' pointing to it.

**Figure 3b. Check your client numbers**



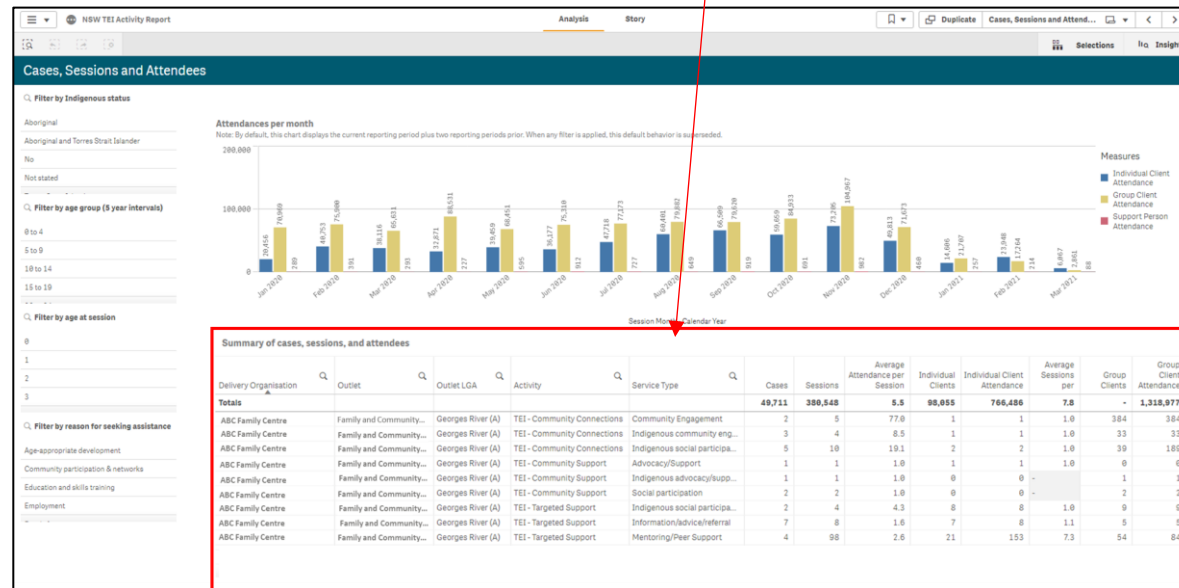
To see the total number of clients for each program activity, select the program activity you want to look at and apply it as a filter. The total number of clients for that program activity will appear in the first row of the table (point B in Figure 3b).

**Important note:** If the same service type has been contracted in two different LGAs, you may need to apply an outlet as a filter to see accurate client numbers.

You can also use the Cases, Sessions and Attendees sheet (see Figure 4), to check client numbers. On this sheet there is a table that includes information about outlets, outlet LGAs, program activities and service types. You can then see the number of individual and group clients for each for these.

**Figure 4. Cases, Sessions and Attendees sheet**

Summary of cases, sessions, and attendees												
Delivery Organisation	Outlet	Outlet LGA	Activity	Service Type	Cases	Sessions	Average Attendance per Session	Individual Clients	Individual Client Attendance	Average Sessions per	Group Clients	Group Client Attendance
<b>Totals</b>					<b>49,711</b>	<b>380,548</b>	<b>5.5</b>	<b>98,055</b>	<b>766,486</b>	<b>7.8</b>	<b>-</b>	<b>1,318,977</b>
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Connections	Community Engagement	2	5	77.0	1	1	1.0	384	384
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Connections	Indigenous community eng...	3	4	8.5	1	1	1.0	33	33
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Connections	Indigenous social participa...	5	10	19.1	2	2	1.0	39	189
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Support	Advocacy/Support	1	1	1.0	1	1	1.0	0	0
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Support	Indigenous advocacy/supp...	1	1	1.0	0	0	-	1	1
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Community Support	Social participation	2	2	1.0	0	0	-	2	2
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Targeted Support	Indigenous social participa...	2	4	4.3	8	8	1.0	9	9
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Targeted Support	Information/advice/referral	7	8	1.6	7	8	1.1	5	5
ABC Family Centre	Family and Community...	Georges River (A)	TEI - Targeted Support	Mentoring/Peer Support	4	98	2.6	21	153	7.3	54	84





## What happens if we don't reach our client numbers?

If you don't reach the client numbers outlined in your contract, you will need to provide an explanation to your contract manager. You may be required to develop a plan to remedy this issue.

There may be a number of reasons why service levels have not been met. For example:

- Unexpected staff vacancies, resulting in reduced client numbers.
- Contextual issues impacting service delivery e.g. COVID-19, bushfires, floods.
- Client numbers were overestimated and may need to be revised.
- Your dataset is incomplete or there are data quality issues.
- It's a new service and the local community doesn't know about it yet. More work is needed to promote the service.
- There are lots of other organisations in the community who already do this kind of work and your service isn't needed.

## What if the numbers in my contract are wrong (e.g. they're occasions of service instead of number of unique clients)?

If the client numbers in your contract are in the wrong unit (i.e. occasions of service rather than unique clients), you should immediately discuss this with your contract manager.

TEI contracts should specify the number of clients that will receive each service type.

Agreed changes can be recorded in writing via email, until a formal variation is made to a contract.

## What if my contract manager is seeing different numbers to me?

DCJ staff have access to the exact same data as you. If the information you see is different it could be because you are:

- Looking at a different report
- Looking at a different sheet
- Have applied different filters

To prevent this from happening you can:

- Review a live version of the reports in your contract management discussions. This will ensure everyone is looking at the same data.
- Correctly label any exported data and clearly describe the filters that have been applied (e.g. reporting period).
- Agree on specific filters to apply (e.g. 12-24-year olds for young people).

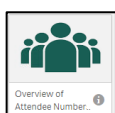
## Step 4. Check your client demographics

In your contract, target groups have been identified for each service type you deliver.

The target groups are in Table 2: Service Details in your contract (see below for an example).

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/migrants	Social participation	15	Social and Community: Increased participation in community events

In the Data Exchange reports, you will have to apply various demographic filters to identify different target groups.



To start, in the **NSW TEI Activity Report**, you will need to first click on the filters page and filter by your organisation and reporting period (Figure 5a). This will set you up for success when accessing the rest of the reports. Next, go to the **Overview of Client Numbers** sheet (see Figure 5b). On this sheet there are 4 different filters you can use to identify some target groups:

- Client LGA
- Aboriginal clients
- Age group
- Age at session
- Reason for seeking assistance

Figure 5a. Set your filters

Figure 5b. Apply filters to identify target groups

Activity	Service Type	Individual Clients	Unidentified Clients	Combined total Individual and Unidentified Clients	Support Persons
Totals		137,875	770,746	908,621	2,909
TEI - Community Centres	Community Engagement	1,878	23,678	25,556	13
TEI - Community Centres	Education and Skills training	1,832	9,621	11,453	23
TEI - Community Centres	Information/advice/referral	11,996	168,178	180,174	163
TEI - Community Centres	Social participation	16,858	117,889	134,747	151
TEI - Community Connections	Community Engagement	7,888	182,409	190,297	85
TEI - Community Connections	Community sector coordination	1,828	26,214	28,042	8
TEI - Community Connections	Community sector planning	714	11,687	12,401	4
TEI - Community Connections	Education and Skills training	2,765	15,368	18,133	96
TEI - Community Connections	Indigenous community engagement	433	20,155	20,588	68
TEI - Community Connections	Indigenous social participation	734	13,822	14,556	9
TEI - Community Connections	Information/advice/referral	3,895	56,423	60,318	18
TEI - Community Connections	Social participation	8,353	68,838	77,191	183

Use the different filters to identify your target group.

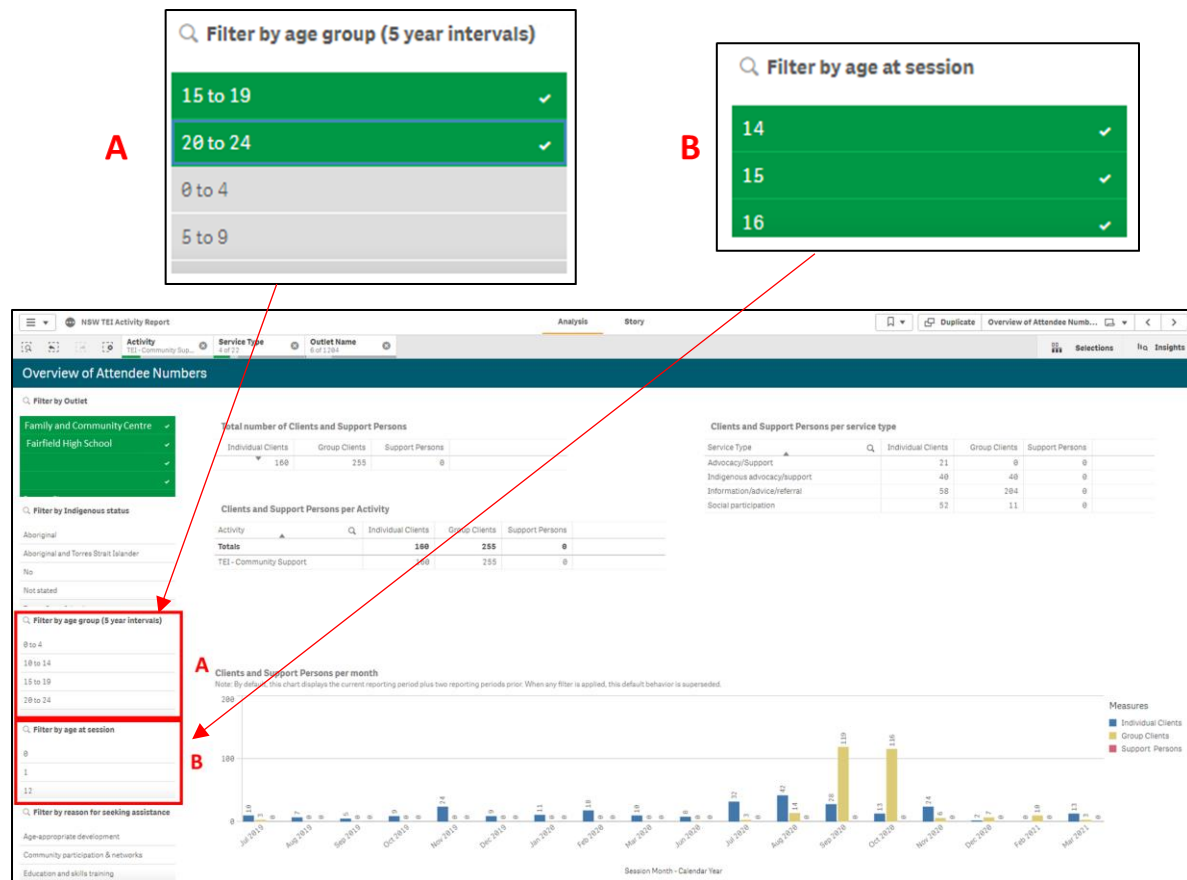
In our example contract, the first target group is 'young people'.

We can use the age filters to see if Advocacy and Support has been delivered to this group.

You can select the age groups you're interested in (e.g. 15-19 and 20-24) or you can select the specific ages (e.g. 14, 15, 16, 17, and 18) (see Figure 6).

When you apply your filters, you will be able to see the number of individual clients from those age groups who received Advocacy and Support.

Figure 6. Identify target groups – client age



In our example contract, the next target group is 'Aboriginal young people'.

We can use the age filters and the Indigenous status filter to see if Indigenous Advocacy and Support has been delivered to this group.

**Important note:** We can only see demographic data for individual clients. Demographic data is not collected or reported for unidentified clients.


In the TEI program, there are over 30 different target groups that could be in contracts. See Table 1 for which filters to apply to identify different target groups.

Table 1. TEI Target Groups and relevant filters

Target groups	Filters to apply
Aboriginal children	Age + Indigenous status
Aboriginal children 0-5	
Aboriginal children, young people, families & communities	
Aboriginal communities	
Aboriginal families	
Aboriginal young parents	



Aboriginal young people	
Aboriginal TEI service providers	N/A
CALD communities	CALD status
CALD individuals	
Children	Age
Children 0-5	
Children and young people at risk of disengagement from school, family and community	N/A
Children not meeting developmental milestones	Age + Reason for seeking assistance (age-appropriate development)
Children, young people and families affected by substance misuse	N/A
Children, young people and families at key transition points	N/A
Children, young people and families experiencing mental health issues	Age + Reason for seeking assistance (mental health, wellbeing and self-care) Disability (psychiatric)*
Children, young people, families and communities	N/A
Communities	N/A
Communities experiencing multiple vulnerabilities	N/A
Families	N/A
Families experiencing low levels of education, high unemployment and financial disadvantage	Reason for seeking assistance (education and skills training + employment + financial resilience) *
Families in conflict	N/A
Families in social housing	N/A
Families where a parent/child are living with disability	Disability status
Families with multiple risk factors	Reason for seeking assistance + Disability status + Homelessness status*
Grandparents or kin carers experiencing vulnerabilities	N/A
Parents	N/A
Refugees/migrants	CALD status
Rural communities affected by drought	Outlet LGA or Client LGA
Single parents	Household composition
Socially or geographically isolated people/communities	Outlet LGA or Client LGA
TEI service providers	N/A
Victims/survivors of domestic and/or family violence	Reason for seeking assistance (personal and family safety) *
Young parents with known vulnerabilities or who are experiencing a number of hardships	N/A
Young people	Age
Young people as carers	N/A
Young people exiting OOHC	N/A



**Important note:** There are some target groups that cannot be identified (or fully identified) in the Data Exchange data. These groups are marked N/A in Table 1.

Filters marked with an \* should be used as a guide only. They may not give an accurate picture of target groups. For example, the 'personal and family safety' option in Reason for seeking assistance could indicate how many clients are survivors of family and domestic violence. However, this reason for seeking assistance could also be used to identify families at risk of child abuse and neglect.

## **How do I monitor the target group if all the clients are unidentified?**

Outside of the Data Exchange, you will need to demonstrate the strategies you use to attract the target group you've been contracted to work with.

This might include providing evidence of a promotional strategy you are using.

## **How do I demonstrate I've worked with the target group if they can't be identified in DEX?**

Talk to your contract manager early in the contract period about what evidence you can provide outside the Data Exchange, to show that you are working with the contracted target group/s.

Evidence could include other client records, intake policies, and promotional material.

For some of these target groups, you can use other information in the Data Exchange as a proxy. For example, for refugees/migrants, you can use CALD status. This doesn't provide us with all the information we need, but it's a good start.

## **What happens if the target group isn't reached?**

If the target group is not reached, you should explore the reason for this and discuss this with your contract manager. You may be required to develop a plan to remedy this issue. There may be a number of reasons why the target group has not been reached. For example:

- It's a new service and more work is needed to promote the service.
- There are lots of other organisations in the community who already do this kind of work and your service isn't needed.
- The target group's needs are better met by other service types.
- Local needs have changed or the target group were wrongly identified.
- Incomplete data set or data quality issues.
- Just wondering.... Sometiems the Target Group was difficulet to determine e.g Parenting programs ... in the short term the target group is the parents ... in the long

term children. Some contracts may have identified the latter. This may cause problems when measuring outcomes later

## Step 5. Check your client and community outcomes

In your contract, a TEI Program Client Outcome has been identified for each service type.

The client outcomes are in Table 2: Service Details in your contract (see below for an example).

Program Activity 3: Community Support					
#	Location (LGA)	Target Group	Service type	Quantity # clients	TEI Program client outcome
1.1	Fairfield	Young people	Advocacy and support	30	Empowerment: Increased client reported self-determination
1.2	Fairfield	Aboriginal Young people	Indigenous advocacy/support	15	Empowerment: Increased client reported self-determination
1.3	Liverpool	CALD individuals	Social participation	50	Social and Community: Increased participation in community events
1.4	Liverpool	Refugees/migrants	Social participation	15	Social and Community: Increased participation in community events

To check your client and community outcomes, follow the steps below. Each step is illustrated using examples of what DCJ would be checking for.

<b>1.</b>	<p>Identify who the activity is delivered to: individual clients, unidentified clients or both. This will impact the type of outcomes that are reported.</p> <p>If the activity is for individual clients, check Circumstances and Goals SCORE.</p> <p>If the activity is for unidentified clients, check Community SCORE.</p> <p><b>Example 1:</b> In the contract, Advocacy and Support is delivered to individual clients. This means outcomes should be recorded in Circumstances and/or Goals SCORE.</p> <p><b>Example 2:</b> Social participation is delivered to a combination of individual clients and unidentified clients. This means outcomes will be reported in both Circumstances and/or Goals and Community SCORE.</p>
<b>2.</b>	<p>Map the TEI Program Client Outcomes in the contract to SCORE. See Table 2: TEI Program Client Outcomes.</p>

Identify the SCORE domain(s) the client outcome should be reported against in the Data Exchange.

**Example 1:** In the contract, the expected outcome for Advocacy and Support is Empowerment: Increased client reported self-determination.

This outcome needs to be recorded for individual clients, i.e. Circumstances and Goals SCORE.

In Goals SCORE, there is a domain called 'Empowerment, choice and control to make own decisions'. This is the domain we would expect to see outcomes recorded in.

**Example 2:** In the contract, the expected outcome for Social Participation is Social and Community: Increased participation in community events. This outcome can be recorded for individual clients and unidentified clients.

For the individual clients, we would expect to see outcomes recorded in the Circumstances SCORE domain: Community Participation and Networks.

For unidentified clients, we would expect to see outcomes recorded in the Community SCORE domain: Social Cohesion. In Table 2, there are 4 Community SCORE domains to choose from. Social cohesion is most relevant to this activity.

**Table 2. TEI Program Client Outcomes**

	Social and Community	Empowerment	Education & Skills	Economic	Safety	Health	Home
<b>TEI program client outcomes</b>	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
<b>TEI program client outcome descriptions</b>	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.
<b>Circumstances SCORE domains (Eleven)</b>	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
<b>Goals SCORE domains (Six)</b>	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						
<b>Community SCORE domains (Four)</b>	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				

3. Check the outcomes reported for individual clients.

In the **NSW TEI Activity Report**, go to the **Individual Client Outcomes – Service type and domains** sheet (see Figure 7). Apply the program activity you want to look at as a filter.

Check the graph titled ‘Earliest and latest SCOREs by Domain’ to see what outcomes have been recorded.

**Example 1:** In the contract, the outcome for Advocacy and Support is Empowerment: Increased client reported self-determination. To check the service is reporting this outcome, we apply the program activity (Point A in Figure 7: Community Support) and service type (Point B in Figure 7: Advocacy and Support) as filters (see Figure 7).

Now we can see the Earliest and Latest SCOREs for each SCORE domain they have used to report client outcomes. The organisation has reported outcomes in several different domains, including Goals SCORE: Empowerment (Point C in Figure 7). This means they have reported the outcome in their contract.

Check if the other domains are relevant to the activity they deliver – if they’re not, the service should stop using them to report outcomes.

**Example 2:** In the contract, the expected outcome for Social Participation is Social and Community: Increased participation in community events. To check the service is reporting this outcome, we apply the program activity (Community Support) and service type (Social Participation) as filters (see Figure 8).

Now we can see the Earliest and Latest SCOREs for each SCORE domain they have used to report client outcomes. The organisation has reported outcomes in several different domains including, Circumstance SCORE: Community Participation and Networks (Point C in Figure 8). This means they have reported the outcome in their contract.

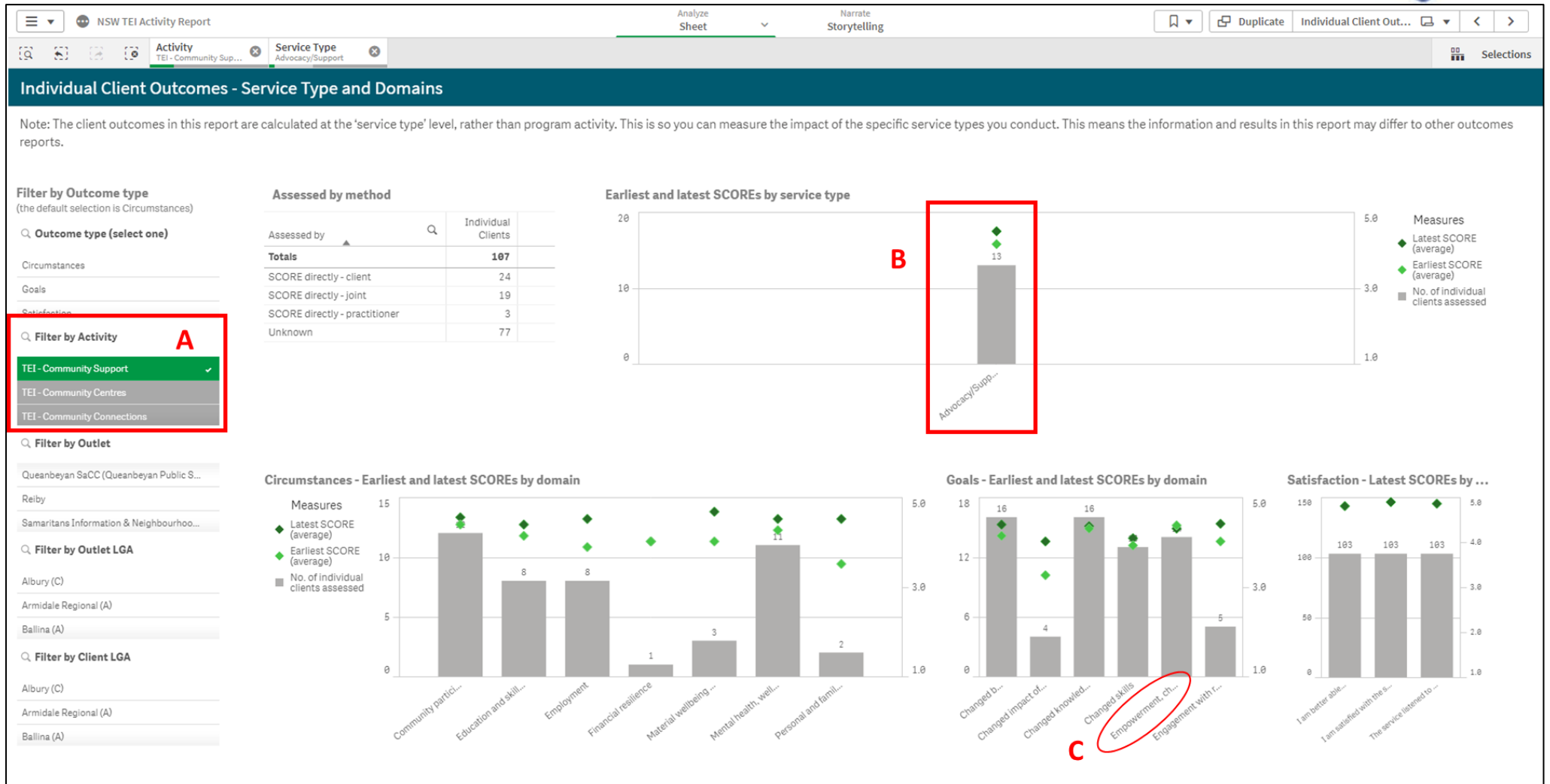
Check if the other domains are relevant to the activity they deliver – if they’re not, the service should stop using them to report outcomes.

**Important note:** Service providers can record outcomes in as many domains as they like. What’s important is (1) the client outcome in their contract is reported on and (2) any additional domains are relevant to service delivery.

Service providers do NOT need to record outcomes in every domain. If you are recording outcomes in every domain, we strongly encourage you to review your program logic and how you are measuring outcomes and seek support from DCJ if needed.

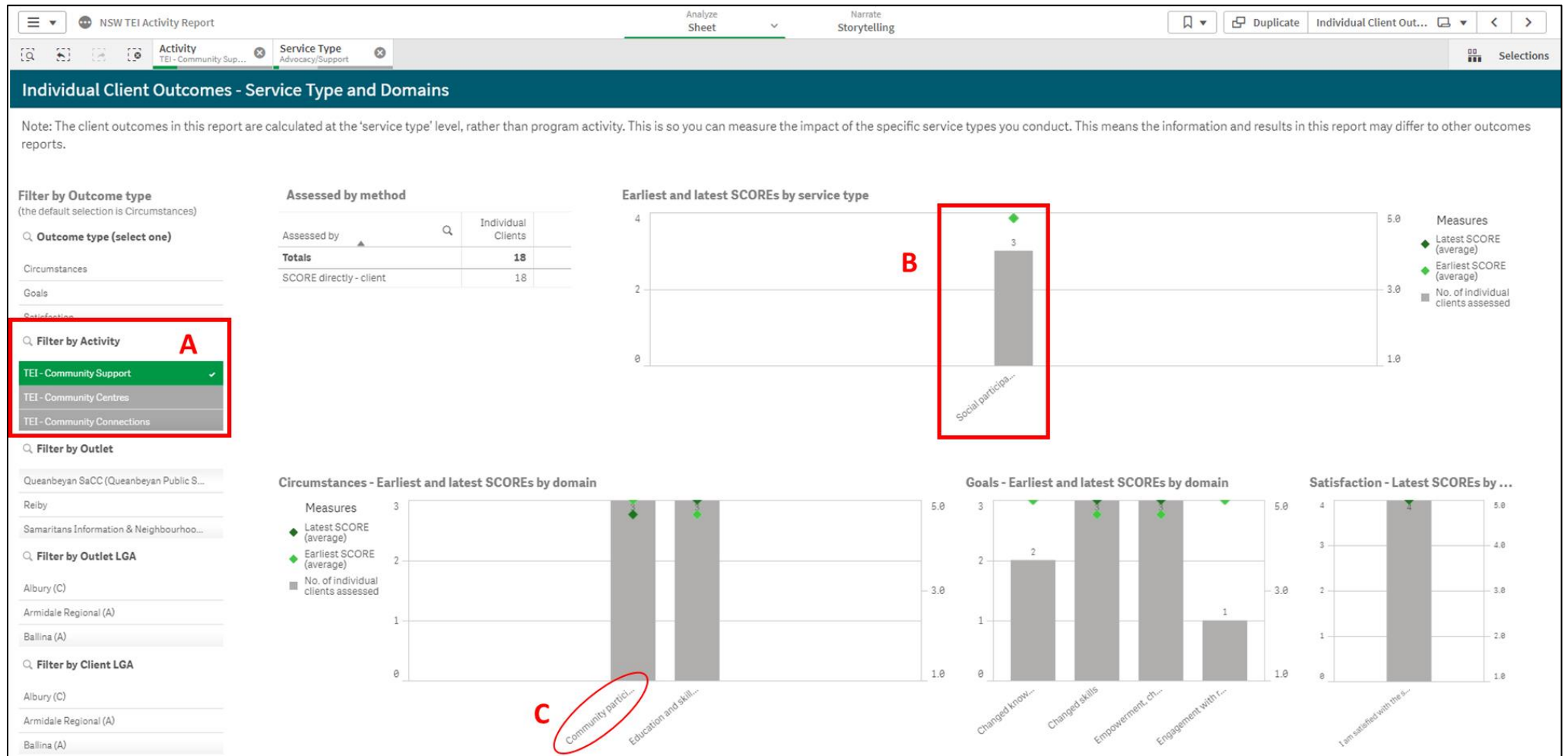


Figure 7. Individual client outcomes for Advocacy and Support





**Figure 8. Individual client outcomes for Social Participation**



4.

Check the outcomes reported for unidentified group clients.

In the **NSW TEI Activity Report**, go to the **Overview of Single Community SCOREs** sheet (see Figure 9).

Apply the program activity and service type you want to look at as a filter.

Check the graph titled 'Average Community SCOREs by Outcome domain' to see outcomes that have been recorded.

**Example 2:** In the contract, Social Participation is also delivered to unidentified clients. This means we also need to check Community SCORE.

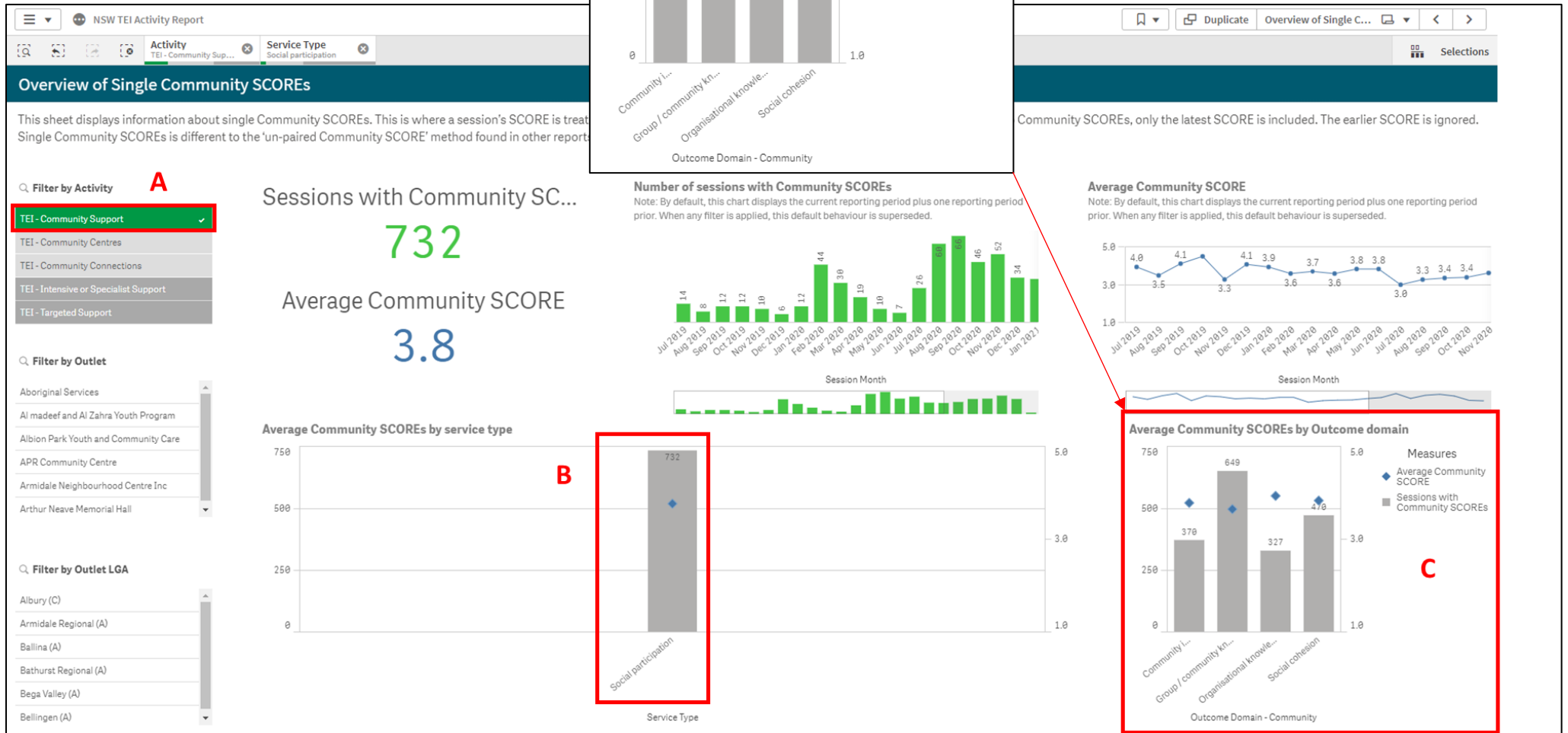
We apply the program activity (Community Support) and service type (Social Participation) as filters (see Figure 9).

In the graph titled 'Average Community SCOREs by Outcome domain' we can see the outcomes that were recorded.

In this example, the organisation only needed to record outcomes in the domain 'Social Cohesion'. But they've recorded outcomes in all four domains.

Check if the other domains are relevant to the activity they deliver – if they're not, the service should stop using them to report outcomes.

Figure 9. Community SCORE for Social Participation





## **What if we've recorded SCOREs that don't align with the outcomes in our contract?**

If you haven't reported SCOREs that relate to the outcomes in your contract, where possible you should correct this. Let your contract manager know about the error as soon as possible and ensure the relevant outcomes are reported going forward.

Also ensure that staff in your organisation are aware of the outcomes in your contract and the SCORE domains they should be reported under.

Complete an [Outcomes Matrix](#) to ensure you report against the relevant outcomes.

## **What if the outcomes in our contract don't reflect the work we do?**

Where it has been identified that the TEI client outcomes in a contract do not reflect the work you do, you should immediately discuss this with your contract manager.

TEI contracts should specify the MAIN TEI client outcome you expect to achieve for each service type.

Agreed changes to your contract can be recorded in writing via email, until a formal contract variation is made.

## **What if we've recorded outcomes for more domains than what is in our contract?**

It is fine to record outcomes that aren't in your contract, as long as they are relevant to service delivery.

You do NOT need to record SCORE assessments for every domain. You only need to record outcomes relevant to your specific activity. It is important that you do not burden clients with asking too many questions or unnecessary questions that aren't relevant to your service.


Complete an [Outcomes Matrix](#) to ensure you report against the relevant outcomes.

## **What if our outcomes are negative or neutral?**

The important part of capturing outcomes is to ensure they reflect the reality of what people experience. If outcomes are negative or neutral, we can use this information to better understand the impact of our services and how they can be improved.

There are lots of different reasons why client outcomes might be negative or neutral:

- Clients have complex and overlapping needs that will take time to address.
- Clients have experienced additional crises while working with you that has compounded their needs.

- 
- Clients dropped in and out of the service and so they haven't received all the support they needed.
  - Clients were overconfident at the beginning of service delivery and by the end they realise they need more support or have additional issues.
  - Clients didn't feel comfortable disclosing their real 'situation' at the beginning of service delivery.
  - The service/activity/practitioner didn't meet the client's needs and you need to try something different
  - The client didn't like the service/activity/practitioner, they were very disengaged, and you need to try something different

Have a conversation with your clients, your colleagues, other service providers, etc. about why client outcomes might be negative or neutral and what you could do differently to improve this.

You should use your own expertise as practitioners, as well as [research evidence](#), to help you identify a solution.

### **What happens if we haven't reported any SCOREs?**

If you do not meet the minimum data requirements for the TEI program, you will need to discuss the reasons for this with your contract manager. You may be required to develop a plan to remedy this issue.

## Step 6. Check the minimum dataset is being reported

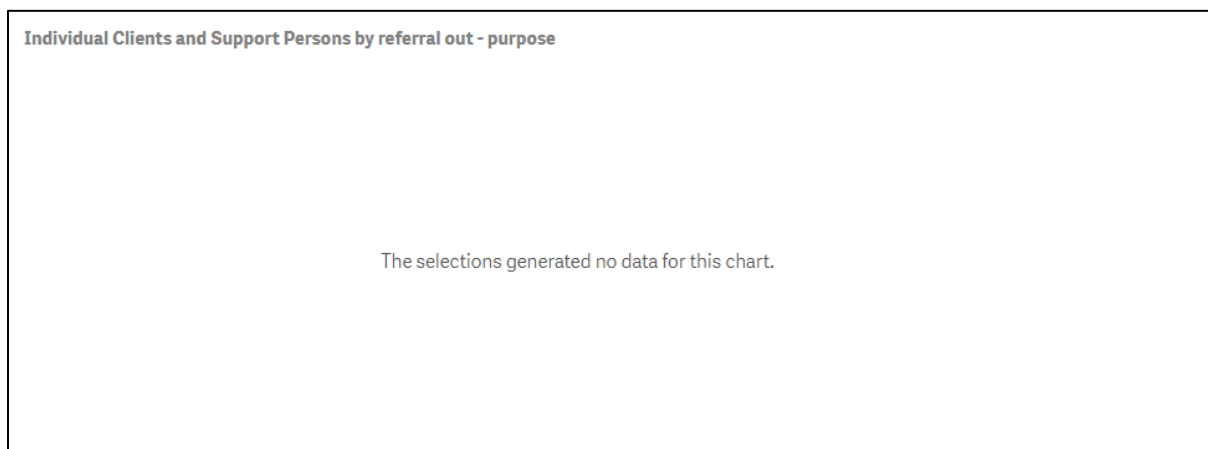
In the TEI program, there is a minimum dataset that all service providers need to report (see the [TEI Data Collection and Reporting Guide](#) for more information). It is mandatory for service providers to report this information.

Table 3 lists each mandatory data item. Some of this information is populated automatically in the Data Exchange, so you don't need to check it. These data items are marked with an N/A in Table 3.

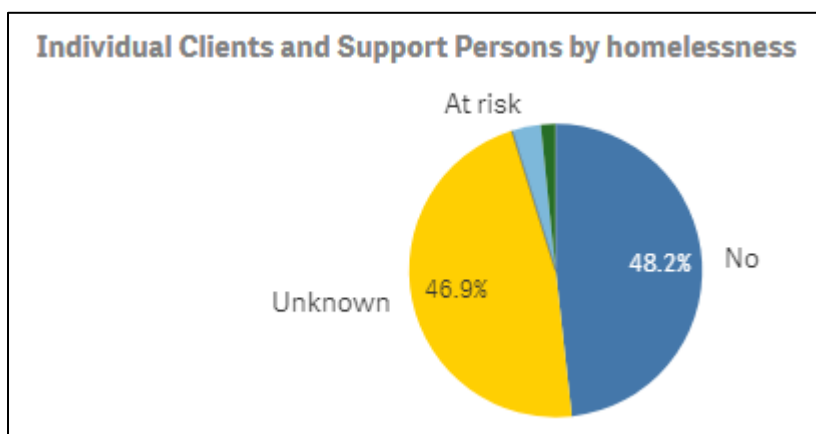
For all the other information, review the Data Exchange reports and check that this information has been reported.

If it hasn't been reported, you will either see an empty graph (see Figure 10) or a graph with a large percentage (%) of unknown/not stated (see Figure 11).

**Figure 10. An empty graph/table because data has not been reported**



**Figure 11. Unknown/not stated demographics**



**Table 3. TEI Minimum dataset and where to find each item in the Data Exchange reports**

Data Item		Where to find this in the reports
<b>Service delivery information</b>		
Cases	Case ID	N/A
	Outlet	N/A
	Program Activity	N/A
	Total number of unidentified clients	N/A
	Attendance profiles	NSW TEI Activity report: Housing and Service Delivery sheet
Sessions	Session ID	N/A
	Session date	N/A
	Service type	N/A
	Total number of unidentified clients	N/A
<b>Individual client demographics and need</b>		
Client ID		N/A
First name		N/A
Last name		N/A
Name provided is pseudonym		N/A
Date of birth		NSW TEI Activity report: Client demographics sheet
Estimated DOB		N/A
Gender		NSW TEI Activity report: Client demographics sheet
Residential address		N/A
Country of birth		NSW TEI Activity report: Client demographics sheet*
Main language spoken at home		NSW TEI Activity report: Client demographics sheet*
Aboriginal and Torres Strait Islander identification		NSW TEI Activity report: Client demographics sheet
Disability, impairment and condition		NSW TEI Activity report: Client demographics sheet
Homelessness indicator		NSW TEI Activity report: Housing and Service delivery sheet
Household composition		NSW TEI Activity report: Housing and Service delivery sheet
Referral source		NSW TEI Activity report: Referrals sheet

Reasons for seeking assistance	NSW TEI Activity report: Referrals sheet
Referral type	NSW TEI Activity report: Referrals sheet
Referral purpose	NSW TEI Activity report: Referrals sheet
<b>Individual client outcomes and satisfaction</b>	
One or more Circumstances SCORE domains for at least 50% of clients	NSW TEI Activity report: Individual client outcomes - Overview
One or more Goals SCORE domains for at least 50% of clients	NSW TEI Activity report: Individual client outcomes - Overview
One or more Satisfaction SCORE domains for at least 10% of individual clients, per reporting period	NSW TEI Activity report: Individual client outcomes - Overview
<b>Community outcomes</b>	
One or more Community SCORE domains for majority of community or group activities	NSW TEI Activity report: Single Community SCOREs Summary

\*These data items are combined to report 'CALD status'. To see a list of birthplaces and language see the Organisation Overview report.

## What happens if we have data missing?

If you do not meet the minimum data requirements for the TEI program, you will need to discuss the reasons for this with your contract manager. You may be required to develop a plan to remedy this issue.

To avoid having missing data:

- periodically check if there is any data from the minimum data set missing, before the end of the reporting period.
- Make sure your client intake forms ask all the necessary questions.
- Make sure staff in your organisation know what information they need to collect and report.

The Data Exchange can be updated at any time within a reporting period. If a client provides additional data, it should be entered into the system to improve your data set. Capturing as much information as possible will provide you with a clearer picture of who your clients are, what outcomes they achieve and how.

**For individual client demographics and need:** it is mandatory for service providers to ask clients these questions (e.g. age, gender, Indigenous status). However, it is NOT mandatory for clients to answer these questions. We cannot force clients to disclose this information.

If your organisation has a large number of clients who are missing this information, you must be able to demonstrate that you have asked clients these questions. For example, you could share a copy of your client intake form.





## What happens if we haven't reported enough or any SCOREs?

If you do not meet the minimum data requirements for the program, you will need to discuss the reasons for this with your contract manager. You may be required to develop a plan to remedy this issue.

There are many reasons why you might not have reported enough SCOREs:

- Clients refused to complete the post survey
- Clients unexpectedly dropped out of a program or stopped attending a service/activity
- Clients are still participating in the program/activity and haven't completed a follow-up survey yet.
- At least two SCOREs were recorded but the right information didn't match so they weren't paired.

To address these issues:

- periodically check how many clients have been assessed and which clients haven't had assessments.
- make sure staff in your organisation know when and how to conduct SCORE assessments
- make sure staff in your organisation what information needs to match for SCOREs to be paired.

See [Unpaired SCOREs](#) for more detail.

Reporting initial and subsequent SCOREs will provide greater evidence of the effectiveness of the service you provide. Without initial and subsequent SCOREs, you cannot see if the service you provide has a positive, negative or neutral impact on your clients.

Use the [Outcomes Matrix](#) to identify specific points in service delivery where relevant SCOREs should be captured. This will ensure that it is recorded and reported consistently within your organisation.

## Part 2. Data Quality

In addition to ensuring the Data Exchange data aligns with your contract, you also need to make sure the data you report is high-quality.

This section provides guidance for the TEI sector to improve and maintain the quality of information reported in the Data Exchange. It should be used to understand:

- the importance of collecting certain information
- the importance of reporting information in a specific way
- how to use the Data Exchange reports to improve and maintain data quality

Service providers and contract managers should have open and honest conversations about data quality. This should become part of ongoing performance management.

### Why is data quality important?

High-quality data is consistent, complete and comparable. When data correctly represents what is occurring in your service, it becomes a powerful tool for planning, decision-making, advocacy and evaluation. Reporting high-quality data:

- enables us to gain valuable insights into service delivery models
- helps us understand what works and what needs to be improved to achieve better outcomes for clients.

Data quality issues occur when data is missing, incorrect, inconsistent, or when it is not recorded in a timely manner. These issues severely limit the usefulness of data and can lead to poor decision-making by both service providers and funding-bodies.

### How to make sure you have high-quality data

To ensure the data recorded in the Data Exchange is high quality, you can:

<b>1. Report the TEI minimum dataset</b>	<p>Make sure you report the minimum dataset needed for the TEI program. You can find this in the <a href="#">Data Collection and Reporting Guide</a>.</p> <p>See the tip sheet <a href="#">What information do I need to record in the Data Exchange?</a> for examples of the minimum dataset for different service types.</p>
<b>2. Ensure your outlets are correct</b>	<p>Make sure your outlets accurately reflect where services are delivered. Incorrect outlets will prevent you from visualising client and service delivery locations.</p> <p>See the tip sheet <a href="#">Setting up outlets in the Data Exchange</a> for more information and advice.</p>





<b>3. Set up your cases and sessions correctly</b>	<p>Make sure you follow the TEI data counting rules to set up your cases and sessions.</p> <p>See the tip sheet <a href="#">How do I set up my cases, sessions and clients in the Data Exchange?</a> for help.</p> <p>This will ensure all TEI services report data in a consistent manner.</p>
<b>4. Record data regularly</b>	<p>This will reduce the risk of data being lost or incorrectly entered. Your organisation should create easy to use processes and procedures for staff to record data. If your organisation conducts bulk-uploads, consider doing this more frequently than once every six months so you can identify any potential issues early on.</p>
<b>5. Regularly check the Data Exchange reports</b>	<p>Check that your data is correct and consistent by regularly using the Data Exchange reports. You can compare your data across reporting periods and check for any unusual or unexpected changes</p> <p>The Organisation Data Quality report highlights key data quality issues to assist organisations to improve and/or maintain data quality.</p> <p>You should review this report regularly to check the quality of your data and make sure important client information is being captured.</p>

## Common data quality issues and how to fix them

You can use the Data Exchange reports to identify issues in your data. The information below describes common data quality issues, including:

1. [Incorrect, false or missing client details](#)
2. [Not stated or unknown client demographics](#)
3. [Sessions with one unidentified client](#)
4. [Unidentified groups vs. individual clients](#)
5. [Unpaired SCOREs](#)
6. [Community SCOREs recorded for individual clients](#)
7. [Recording outcomes in every SCORE domain](#)

## 1. Incorrect, false or missing client details

<p><b>Issue</b></p>	<p>Client details are used to create statistical linkage keys (SLKs). A SLK will be invalid if client details (name, date of birth and gender) are incorrect or incomplete.</p>
<p><b>Why is it a problem?</b></p>	<p>A SLK is a 14-character algorithm generated from a client’s first and last name, gender, and date of birth. An SLK looks like this: MIHOH140219711</p> <p>SLKs are used to de-identify clients. They link two or more records belonging to the same client without disclosing the client’s identity. This enables us to capture a client’s journey through the service system so we can see all the different services a client needs. Ultimately, SLKs enable us to evaluate the TEI program.</p> <p>When SLKs are invalid we cannot link client records. Client details will not match when the client returns or moves to another service. It will get harder to follow the client’s journey over time which can impact our ability to understand how your organisation works with others around it.</p>
<p><b>Data items</b></p>	<p>In the client record:</p> <p style="text-align: center;"> <span>First name</span>      <span>Last name</span>      <span>Date of birth</span>      <span>Gender</span> </p>
<p><b>Where can I see this issue?</b></p>	<div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;">  <p style="font-size: 8px; margin: 0;">Organisation Data Quality - NSW</p> </div> <div> <p>The Organisation Data Quality report.</p> <p>This report includes two sheets that provide information about missing client details and low quality SLKs. Ensure to apply any filters before running your search using this icon:</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <div style="border: 1px solid #ccc; padding: 2px; font-size: 8px; margin: 2px;">             Statistical Linkage Key (SLK)         </div> </div> <div style="text-align: center;">  <div style="border: 1px solid #ccc; padding: 2px; font-size: 8px; margin: 2px;">             Filters Page         </div> </div> <div style="text-align: center;">  <div style="border: 1px solid #ccc; padding: 2px; font-size: 8px; margin: 2px;">             Low Quality SLK Details         </div> </div> </div> <p style="text-align: center; margin-top: 10px;"> <span>Statistical Linkage Key (SLK)</span>                      <span>Low quality SLK details</span> </p> <p>See Figures 14 and 15 for more detail.</p> <p>In Figure 14, we can see the proportion of clients with low quality SLKs.</p> <p>The graph displays how this proportion has changed over time. For example, in December 2020, 29.6% of clients had a low quality SLK. In January 2021, this jumped to 42.17%.</p> <p>Below the graph, we can see the contributing factors to low quality SLKs: missing first name, missing last name, pseudonyms, gender not stated, estimated data of birth and clients over 110 years old.</p> <p>In the Data Exchange reports you can also see:</p>

	<ul style="list-style-type: none"> <li>• the specific clients who have low quality SLKs</li> <li>• what data item is causing the low-quality SLK.</li> </ul> <p>See Figure 15.</p>
<p><b>How do I fix it?</b></p>	<ul style="list-style-type: none"> <li>• Only create client records for real individual people. Do not create client records for organisations or groups of people.</li> <li>• Accurately record client’s first and last names</li> <li>• Avoid using pseudonyms</li> <li>• Accurately record client’s gender</li> <li>• Accurately record client’s date of birth</li> <li>• Avoid using an estimated date of birth</li> <li>• Make sure your client intake form includes all the necessary questions</li> </ul> <p>When you view the Organisation data quality report, go to the ‘Low quality SLK details’ sheet.</p> <p>Here you can see the Client IDs for clients with inaccurate or missing data (e.g. First name, Gender). Identify a client with missing data and obtain the correct information from them.</p> <p>Log into the Data Exchange platform and search for the client. When you find the client’s record, update their details. See <a href="#">Find and Edit a client</a> for more information.</p> <p>Note: if your organisation conducts bulk uploads or system-to-system transfers the client’s details could be updated using the Data Exchange platform directly or you can update the client’s details in your own system and re-upload the information.</p>
<p><b>Goals your organisation can set</b></p>	<p>In the TEI program, we understand that it’s not always possible to obtain certain information from clients. You may have some clients who refuse to provide client details (e.g. name, date of birth and gender). However, your organisation should try to ensure as many client records as possible are accurate.</p> <p>We recommend you set the following goals to do this:</p> <ul style="list-style-type: none"> <li>• missing first name: 2%</li> <li>• missing last name: 2%</li> <li>• pseudonym: 10%</li> <li>• gender not stated: 2%</li> <li>• estimated date of birth: 10%</li> <li>• over 110 years old: 1%</li> </ul>
<p><b>Other considerations</b></p>	<p>You may have some clients who refuse to provide client details (e.g. name, date of birth and gender). We cannot force clients to give this information. However, overtime, as you build a relationship with your client, they might feel more comfortable disclosing this</p>

information. You should update their client record as more accurate information is provided.

**Figure 14. Low quality SLKs and contributing factors**

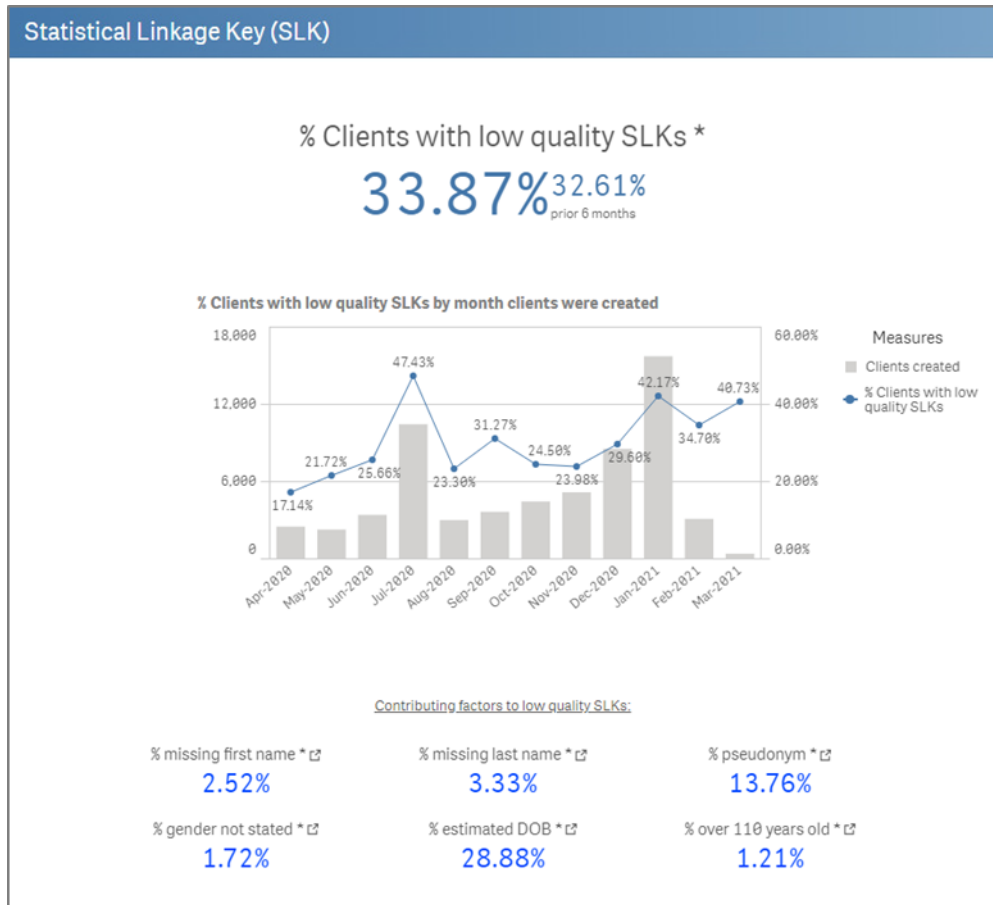
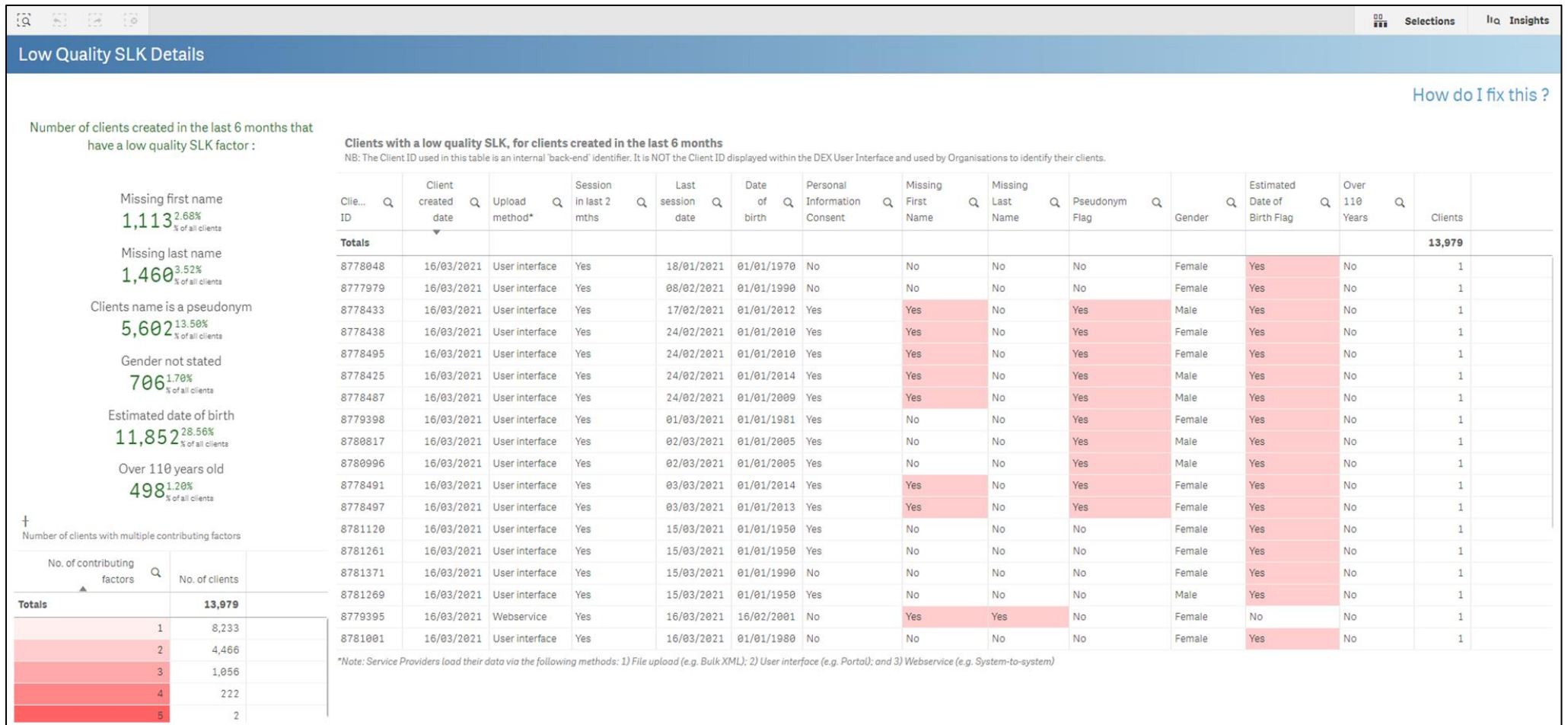


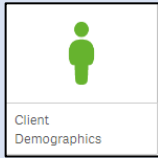
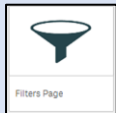
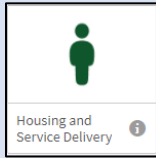

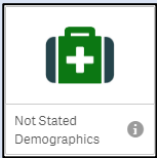
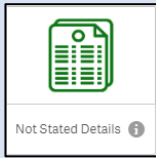


Figure 15. Low Quality SLK details



## 2. 'Not stated', missing or unknown client demographics

<p><b>Issue</b></p>	<p>Demographic data is collected to help us understand who clients are and what services they need. Demographic data is 'not stated' if this information is not reported for clients.</p>
<p><b>Why is it a problem?</b></p>	<p>'Not stated' demographic data is a lost opportunity to understand our clients and their needs.</p> <p>If this information is not reported it makes it harder to show that you're reaching your target groups. It also means we won't understand our client's needs as we won't know if they have a disability, are homeless etc.</p>
<p><b>Data items</b></p>	<p>In the client record:</p> <p style="text-align: center;">Gender Age Country of birth Indigenous status</p> <p style="text-align: right;">Main language spoken at home Disability status Homelessness status</p>
<p><b>Where can I see this issue?</b></p>	<div style="border: 1px solid black; padding: 10px;"> <p> The NSW TEI Activity Report</p> <p>This report includes two sheets that provide information about not stated demographics. Ensure to apply any filters before running your search using this icon </p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Client demographics         </div> <div style="text-align: center;">               Filters Page         </div> <div style="text-align: center;">               Housing and service delivery         </div> </div> <p>In Figure 16, we can see overview of demographic information that should be reported for the TEI program. Each graph and table tells us how many clients this information is NOT reported for. For example, in Figure 16, Indigenous status has not been reported for 13.8% of clients.</p> <hr/> <div style="border: 1px solid black; padding: 10px;"> <p> The Organisation Data Quality report.</p> <p>This report includes two sheets that provide information about 'not stated' demographics:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Not stated demographics         </div> <div style="text-align: center;">               Not stated details         </div> </div> </div> </div>



	<p>See Figures 17 and 18 for more detail.</p> <p>In Figure 17, we can see the proportion of clients with a ‘not stated’ value. This means that 28% of our clients are missing at least one of the following key demographic items:</p> <ul style="list-style-type: none"> <li>• gender</li> <li>• country of birth</li> <li>• Indigenous status</li> <li>• main language spoken at home</li> <li>• disability status</li> </ul> <p>The line graph displays how this proportion has changed over time. For example, in December 2020, 25.8% of clients had a not stated demographic. In January 2021, this jumped to 31.67%.</p> <p>The five graphs at the bottom of the page, break down this information by the different demographic items. For example, we can see:</p> <ul style="list-style-type: none"> <li>• Gender is not stated for 1.7% of clients</li> <li>• County of birth is not stated for 6.58% of clients</li> <li>• Indigenous stated is not stated for 15.11% of clients</li> <li>• Main language spoken at home is not stated for 6.86% of clients</li> <li>• Disability status is not stated for 15.19% of clients</li> </ul> <p>The table in the middle of the sheet shows us what % of clients have not stated demographics by outlet. You can use this information to see if some outlets have more data quality issues than others.</p> <p>In the Data Exchange reports, you can also see:</p> <ul style="list-style-type: none"> <li>• the specific clients who have ‘not stated’ demographics</li> <li>• the specific demographic information that is ‘not stated’</li> </ul> <p>See Figure 18.</p> <div style="border: 1px solid red; padding: 5px;"> <p><b>Important note:</b> Unfortunately, we cannot see age and homelessness status in the organisation data quality report. This means we cannot identify the individual clients who this information is ‘not stated’ for.</p> </div>
<p><b>How do I fix it?</b></p>	<p>Accurately record client’s demographics:</p> <ul style="list-style-type: none"> <li>• gender</li> <li>• age</li> <li>• country of birth</li> <li>• Indigenous status</li> <li>• main language spoken at home</li> <li>• disability status</li> <li>• Homelessness status</li> </ul>

	<p>Make sure your client intake form includes all the necessary questions.</p> <p>When you view the Organisation data quality report, go to the 'Not Stated details' sheet.</p> <p>Here you can see the Client IDs for clients with missing demographic data (e.g. Gender, Indigenous status). Identify a client with missing data and obtain the correct information from them.</p> <p>Log into the Data Exchange platform and search for the client. When you find the client's record, update their details. See <a href="#">Find and Edit a client</a> for more information.</p> <p>Note: if your organisation conducts bulk uploads or system-to-system transfers the client's details could be updated using the Data Exchange platform directly or you can update the client's details in your own system and re-upload the information.</p>
<p><b>Goals your organisation can set</b></p>	<p>In the TEI program, we understand that it's not always possible to obtain certain information from clients. You may have some clients who refuse to provide certain information (e.g. disability status). However, your organisation should try to ensure as many client records as possible are accurate and complete.</p> <p>We recommend you set the following goals to do this:</p> <ul style="list-style-type: none"> <li>• Not stated gender: 2%</li> <li>• Unknown age: 2%</li> <li>• Not stated country of birth: 5%</li> <li>• Not stated indigenous status: 5%</li> <li>• Not stated main language: 5%</li> <li>• Not stated disability status: 5%</li> <li>• Not stated homelessness status: 5%</li> </ul>
<p><b>Other considerations</b></p>	<p>You may have some clients who refuse to provide certain information. We cannot force clients to give this information.</p> <p>However, overtime, as you build a relationship with your client, they might feel more comfortable disclosing this information. You should update their client record as more accurate information is provided.</p>

Figure 16. Client demographics in the NSW TEI Activity Report

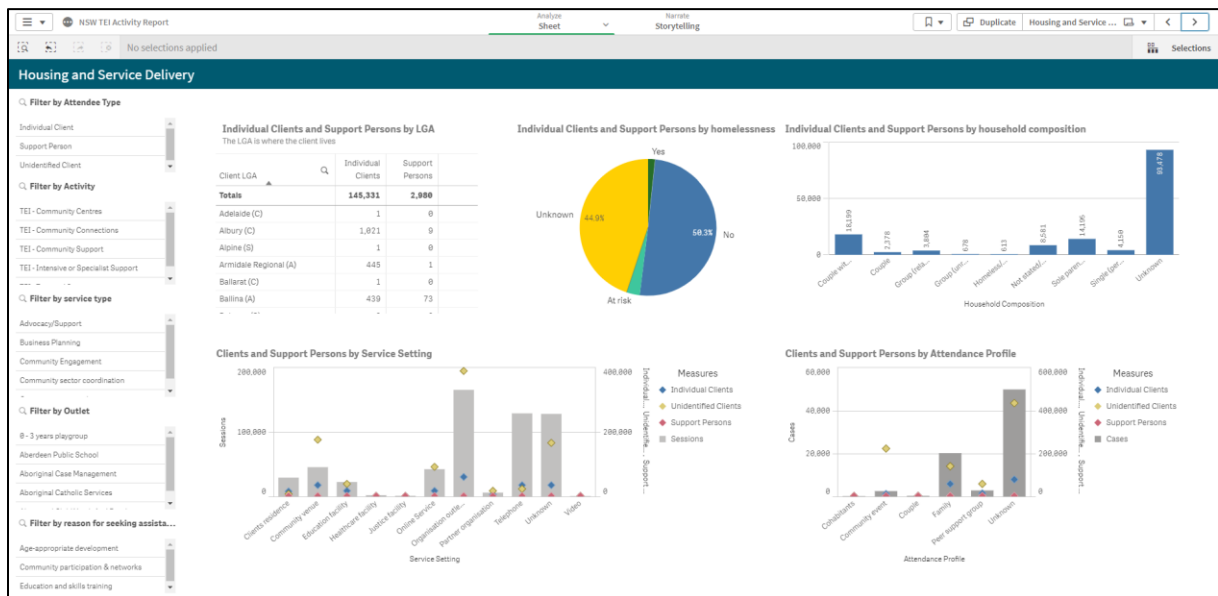
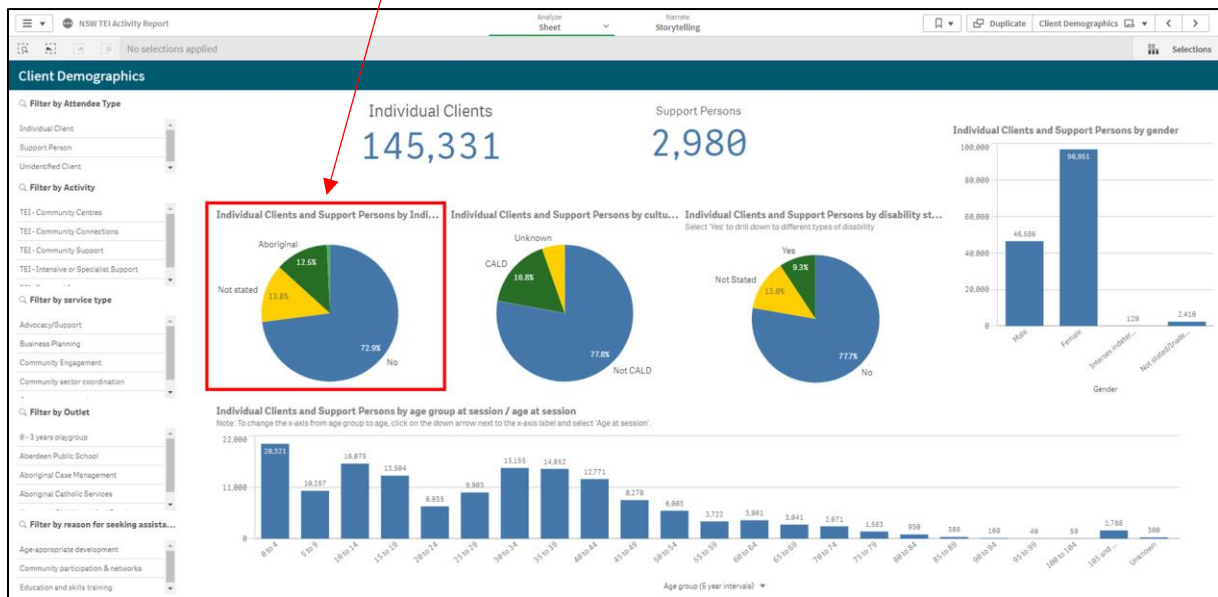
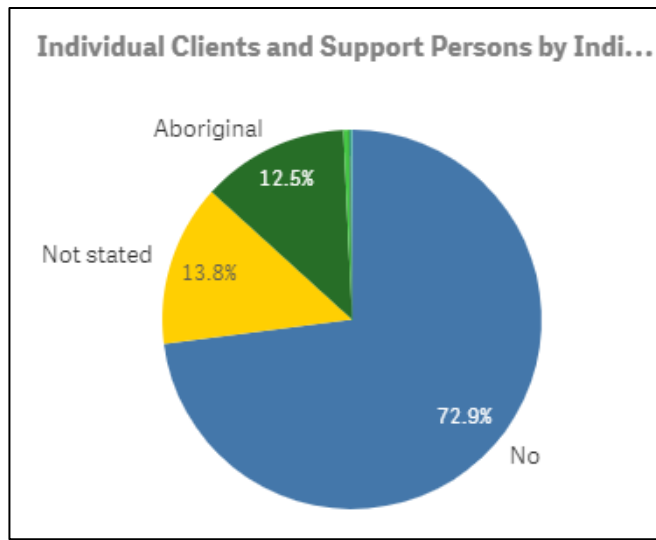


Figure 17. Not stated demographics in the Organisation Data Quality report

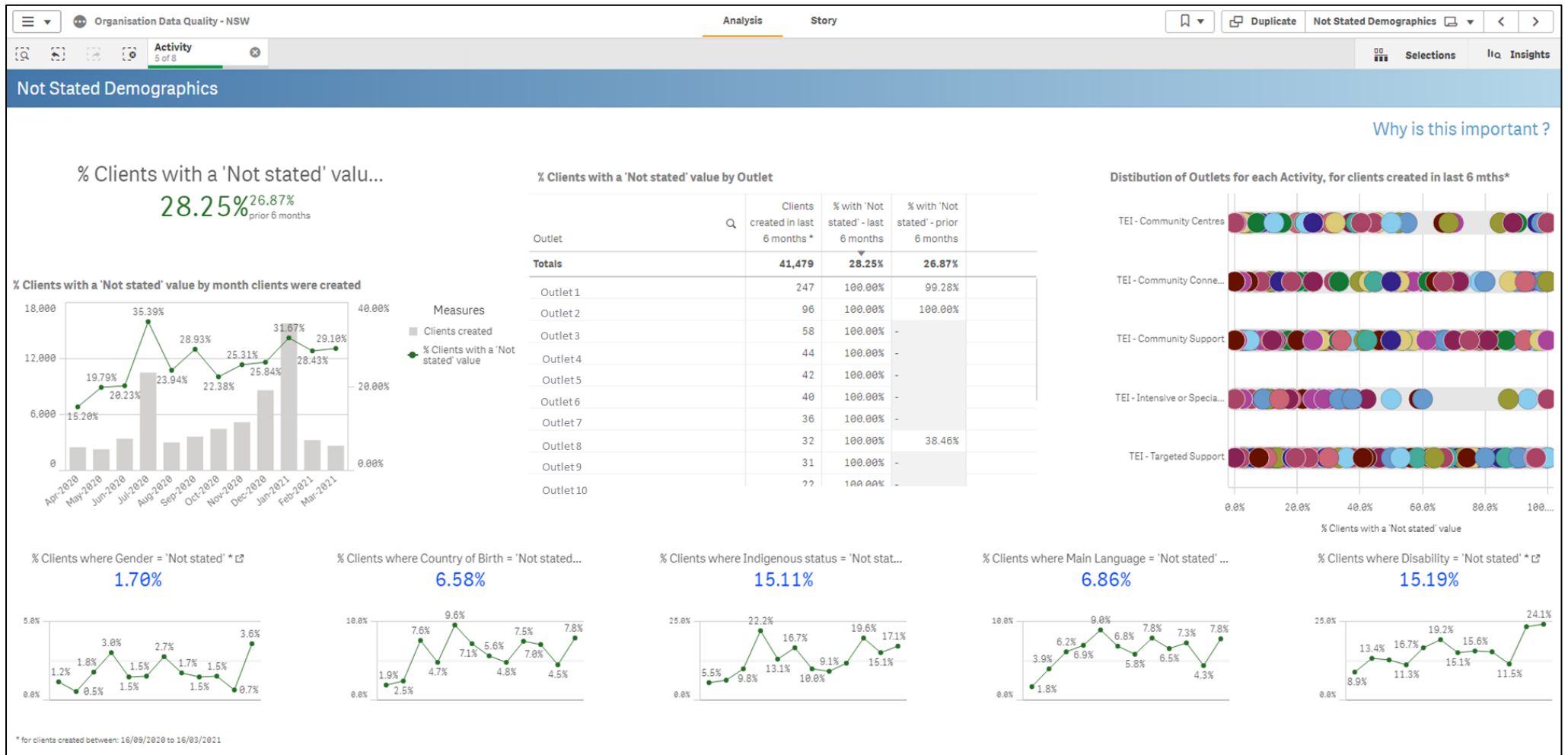
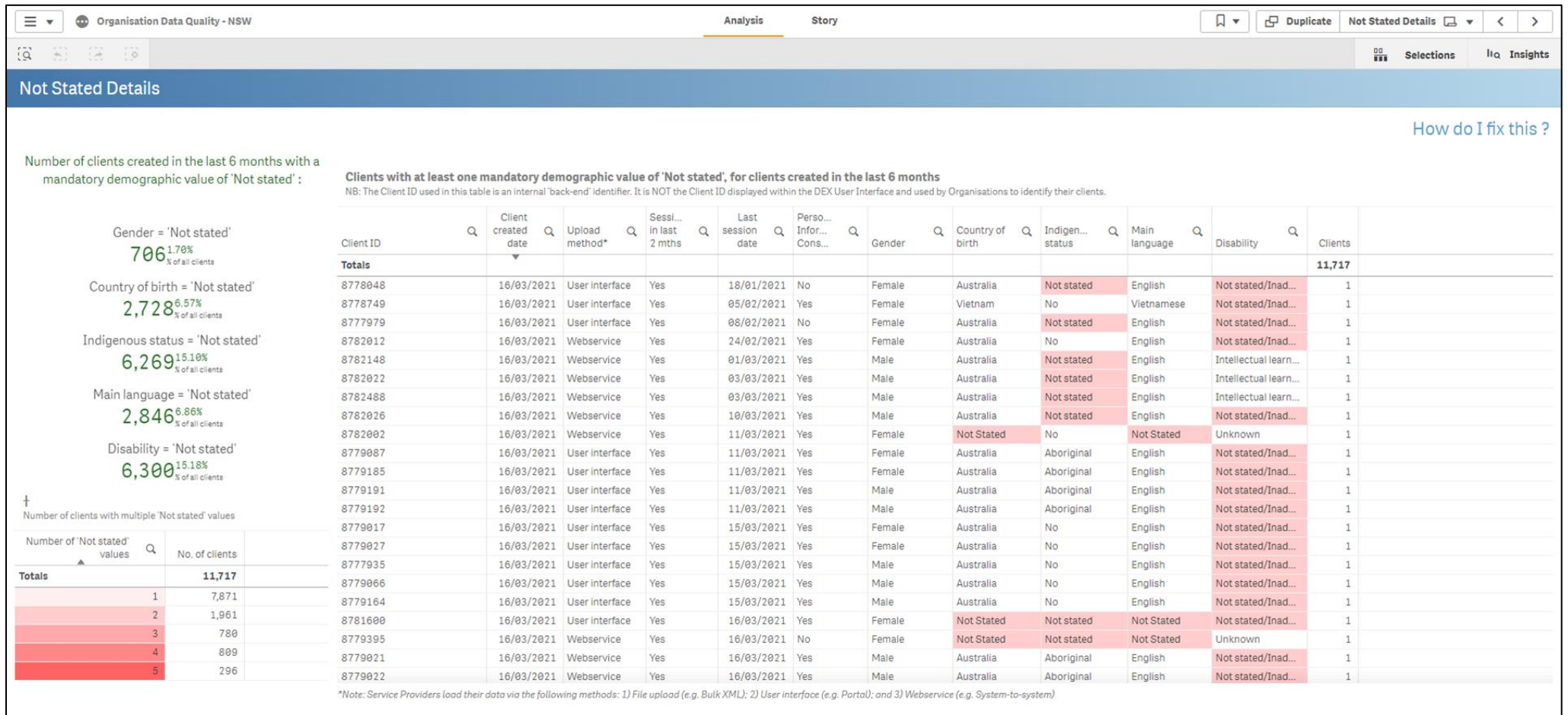
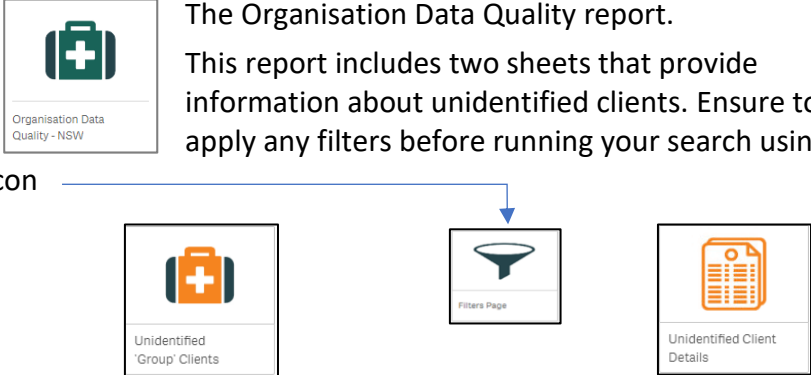


Figure 18. Not stated details in the Organisation Data Quality report



### 3. Sessions with one unidentified client

<b>Issue</b>	Sessions where the sole attendee is unidentified
<b>Why is it a problem?</b>	<p>If a session only has one attendee, the client should be an individual client with a client record, not an unidentified client.</p> <p>This is because the client is known to the organisation. If you meet with a client one-on-one, you should also be able to ask the client to complete a client intake form.</p> <p>When clients are known to the organisation, but their details aren't recorded, this is a lost opportunity to capture the client in your data set. It also means you can't record Circumstance, Goals or Satisfaction SCORE for them – so you won't be able to report on the impact of your service delivery.</p>
<b>Data items</b>	Unidentified clients – recorded at the case and session level
<b>Where can I see this issue?</b>	<p>The Organisation Data Quality report.</p> <p>This report includes two sheets that provide information about unidentified clients. Ensure to apply any filters before running your search using this icon</p>  <p>The diagram shows a blue arrow pointing from the 'Organisation Data Quality - NSW' icon to two other icons: 'Unidentified 'Group' Clients' and 'Unidentified Client Details'. A 'Filters Page' icon is also shown between them.</p> <p>Unidentified group clients                      Unidentified client details</p> <p>See Figures 19 and 20 for more detail.</p> <p>In Figure 19, we can see the proportion of sessions where the sole attendee was unidentified. In Figure 20, we can see the Case ID and the Session ID for those sessions.</p>
<b>How do I fix it?</b>	<p>Record clients as individual clients where possible and attach them to the cases and sessions they attend.</p> <p>When you view the Organisation data quality report, go to the 'Unidentified Client Details' sheet. Here you can see the Case and Session IDs for the sessions where the sole attendee was unidentified.</p> <p>Log into the Data Exchange platform and search for the case and/or session (see <a href="#">Find and edit a case</a> and <a href="#">Find an edit a session</a>). When you find the session, you will need to figure out which client attended it.</p>

	<p>If the client already has a client record, attach the client to the session and record any relevant SCOREs. Delete the number of unidentified clients.</p> <p>If the client does not have a client record, ask the client to complete an intake form. Create a client record for the client and attach them to the session.</p> <p>Note: if your organisation conducts bulk uploads or system-to-system transfers these updates could be made using the Data Exchange platform directly or you can update the information in your own system and re-upload the data.</p>
<p><b>Goals your organisation can set</b></p>	<p>In the TEI program, we understand that it's not always possible to obtain information from clients. You may have some clients who refuse to provide any information about themselves. However, your organisation should ensure client records are created where possible and practical.</p> <p>We recommend you set the following goals to do this:</p> <ul style="list-style-type: none"> <li>• Sessions where the sole attendee was unidentified: 1%</li> </ul>
<p><b>Other considerations</b></p>	<p>If a client completes an intake form but does not consent to have their personal information stored in the Data Exchange, you can still create a client record for them. You just need to de-identify the client record. See <a href="#">Using the Data Exchange: Consent and Privacy</a> for more information.</p> <p>You may have some clients who refuse to provide any information about them, including their name and age. We cannot force clients to disclose this information. However, overtime, as you build a relationship with your client, they might feel more comfortable disclosing this information. You should create a client record with the information you do have and update it over time as more information is provided.</p>

Figure 19. Unidentified group clients in the Organisation overview report

% Sessions where the sole attendee was unidentified \*   
1.72%

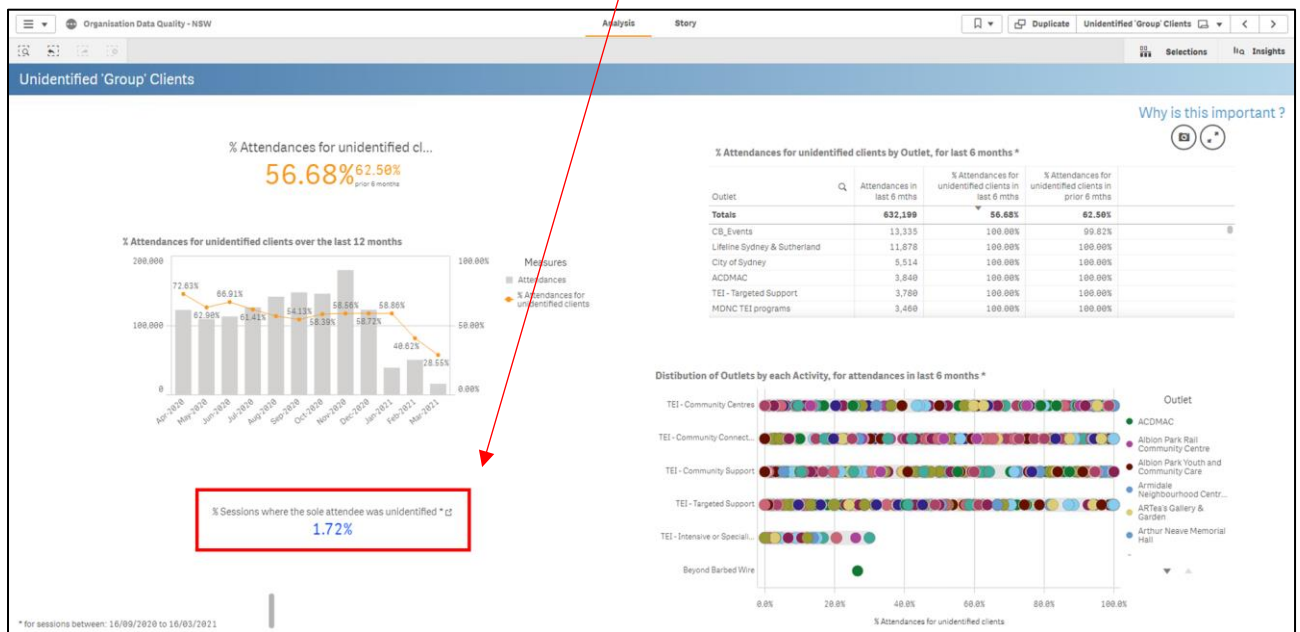
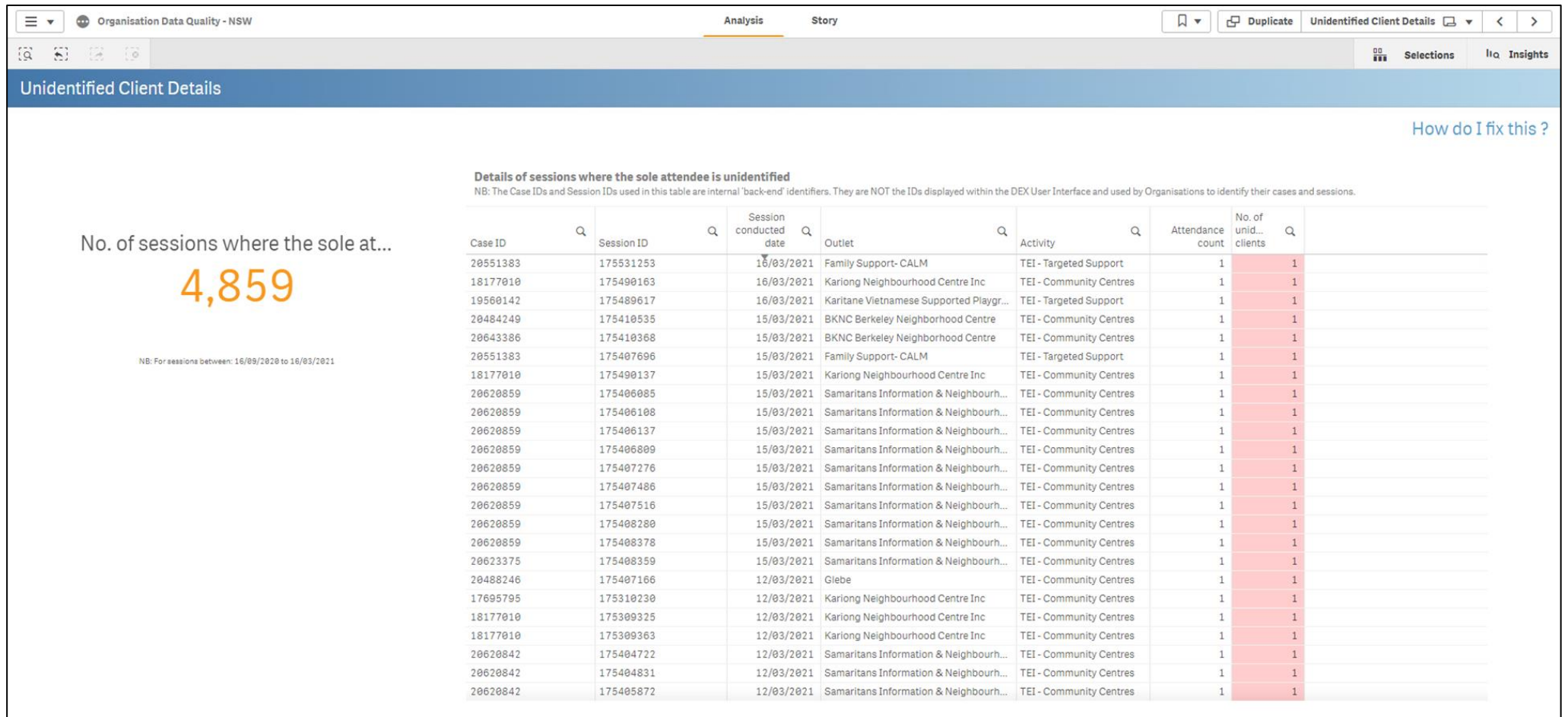
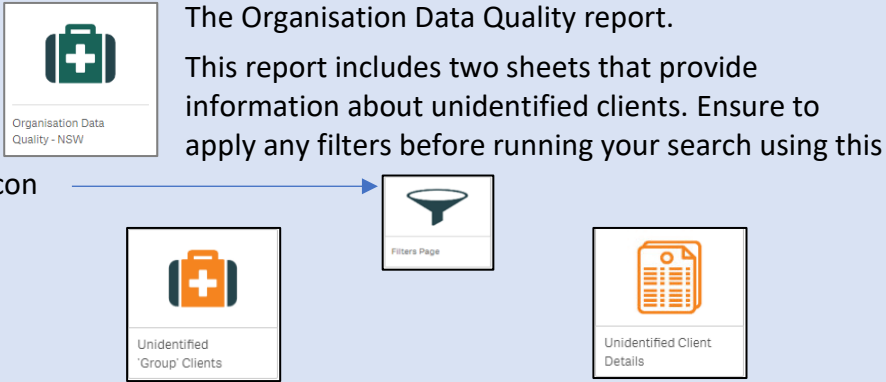




Figure 20. Unidentified client details in the Organisation overview report



## 4. Unidentified groups vs. individual clients

<b>Issue</b>	Too many unidentified group clients are reported.
<b>Why is it a problem?</b>	<p>Unidentified clients should only be reported when it is not practical, possible or appropriate to collect individual client details.</p> <p>If too many unidentified clients are reported, this will impact the quality of our data set. You cannot record demographic information or SCORE for unidentified group clients. As such, we won't understand who our clients are and what outcomes they've achieved.</p>
<b>Data items</b>	Unidentified clients – recorded at the case and session level
<b>Where can I see this issue?</b>	<p>The Organisation Data Quality report.</p> <p>This report includes two sheets that provide information about unidentified clients. Ensure to apply any filters before running your search using this icon</p>  <p style="text-align: center;"> <span>Unidentified group clients</span> <span style="margin-left: 200px;">Unidentified client details</span> </p> <p>See Figure 21 for more details.</p> <p>In Figure 21, we can see the overall proportion of attendances for unidentified clients. This means, that 56.58% of all attendances were unidentified clients.</p> <p>You can use the Program Activity filter to see what the % is for each program activity you deliver.</p> <p>The graph below, shows how this proportion has changed over time. For example, in January 2021, 58.99% of attendances were unidentified clients. In March 2021, this dropped to 28.01%.</p> <p>The table in the top right of the sheet shows us what % of attendances were unidentified clients by outlet. The table shows you:</p> <ul style="list-style-type: none"> <li>• how many attendances there were overall in the last 6 months</li> <li>• what % of those attendances were unidentified clients</li> <li>• the % of attendances for unidentified clients in the previous 6 months</li> </ul>

	<p>You can use this information to see if some outlets have more data quality issues than others and to see what improvements your organisation has made.</p>		
<p><b>How do I fix it?</b></p>	<p>Only record unidentified group clients when it is not practical, possible or appropriate to collect information from individual clients. Record clients as individual clients where possible.</p> <p>If your organisation doesn't reach the targets below (i.e. too many unidentified groups are recorded), you should review your program logic and see if there are any activities where you could alter your data collection practices. For example, there might be some workshops or small group activities where you can record individual clients.</p> <p>You should work with your staff to try to get closer to the targets below in the reporting period.</p>		
<p><b>Goals your organisation can set</b></p>	<p>Services in the Community Strengthening stream will have a number of unidentified clients. Due the nature of activities delivered in this stream, it is not always possible or appropriate to collect information from individual clients.</p> <p>Services in the Wellbeing and Safety Stream will only report individual clients. The services provided in this stream generally provide face-to-face support where clients are known to the service. Therefore, it is expected that none of your clients should be recorded as unidentified 'group' clients in each reporting period</p>		
		<p><b>Unidentified groups</b></p>	<p><b>Individual clients</b></p>
	<p><b>Community connections</b></p>	<p>75% or less of clients will be recorded as unidentified groups</p>	<p>25% or more of clients will be recorded as individual clients</p>
	<p><b>Community centre</b></p>	<p>50% or less of clients will be recorded as unidentified groups</p>	<p>50% or more of clients will be recorded as individual clients</p>
	<p><b>Community support</b></p>	<p>50% or less of clients will be recorded as unidentified groups</p>	<p>50% or more of clients will be recorded as individual clients</p>
	<p><b>Targeted Support</b></p>	<p>0 clients will be recorded as unidentified groups</p>	<p>100% of clients will be recorded as individual clients</p>
	<p><b>Intensive or specialist support</b></p>	<p>0 clients will be recorded as unidentified groups</p>	<p>100% of clients will be recorded as individual clients</p>



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**Other considerations**

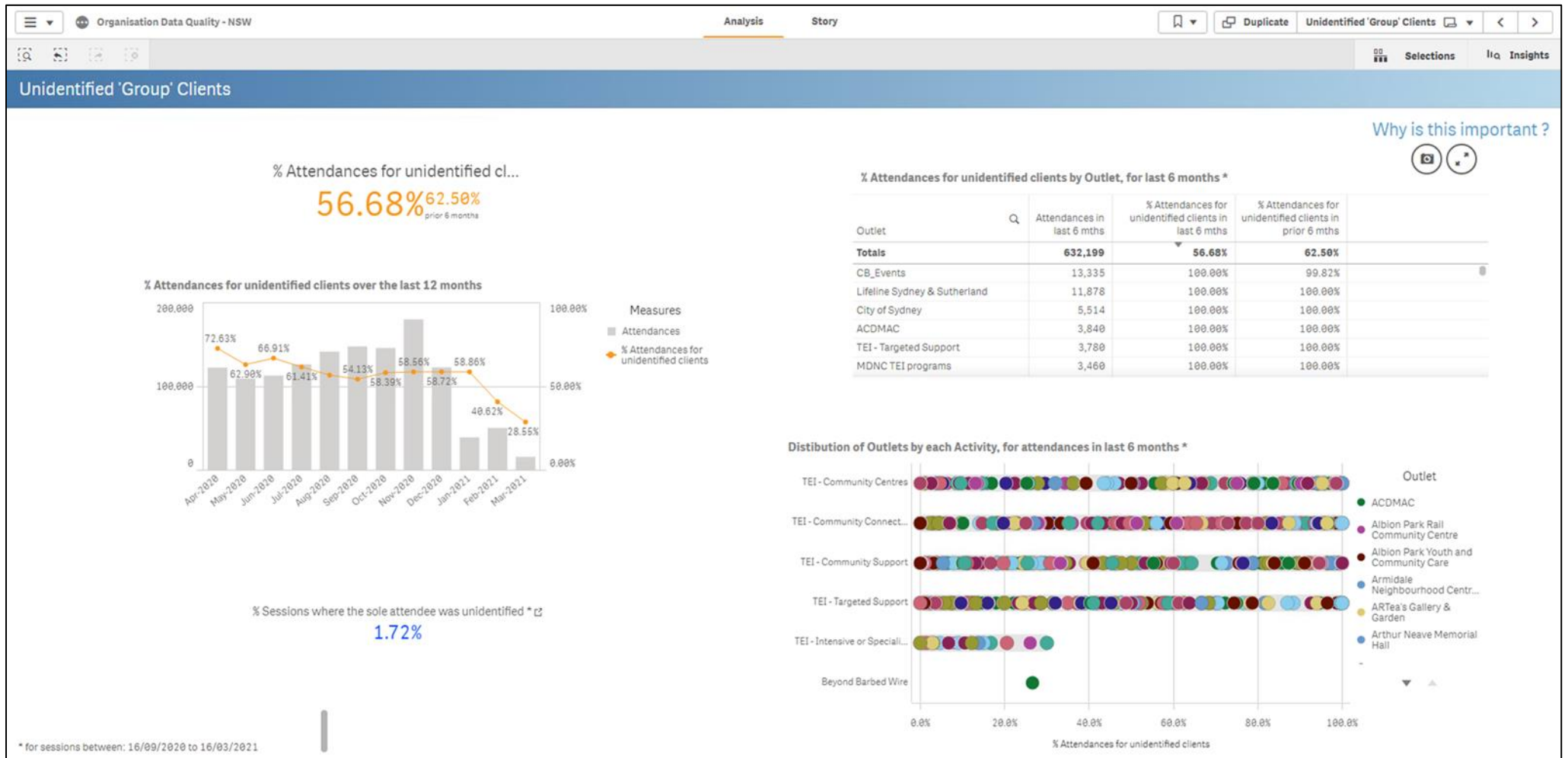
The % above are a guide only. We understand that it is not always possible, practical or appropriate to collect information from individual clients.

For example, you may have some clients who refuse to provide any information about themselves. We cannot force clients to disclose this information. However, overtime, as you build a relationship with your client, they might feel more comfortable disclosing this information. You should create a client record with the information you do have and update it over time as more information is provided.



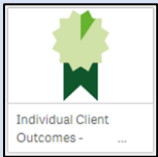
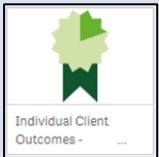
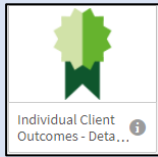
See the resources below for further information about what clients should be recorded as individual clients or unidentified group clients.

- [How do I set up my cases, sessions and clients in the Data Exchange?](#)
- [What information do I need to record in the Data Exchange?](#)

Figure 21. Unidentified group clients in the Organisation Data Quality report



## 5. Unpaired SCOREs

<b>Issue</b>	Individual clients only have one SCORE assessment, or their assessments are not being matched/paired.
<b>Why is it a problem?</b>	<p>To understand the impact of our services, we need to measure client outcomes. To do this, we need to conduct at least two SCORE assessments for individual clients. We also need to make sure that SCORE assessments are conducted for the same service type and recorded in the same outcome domain for them to be paired.</p> <p>If this doesn't happen, clients will only be partially assessed. This means, you won't be able to demonstrate the impact of your service or the positive outcomes your clients have achieved.</p>
<b>Data items</b>	<p>The following data items need to match for individual SCOREs to be paired:</p> <ul style="list-style-type: none"> <li>• Client ID</li> <li>• Program Activity</li> <li>• Service type</li> <li>• Outcome Type (Circumstances or Goals)</li> </ul> <p>Outcome Domain (e.g. Physical health)</p>
<b>Where can I see this issue?</b>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;">  <p>NSW TEI Activity Report</p> </div> <div> <p>The NSW TEI Activity Report</p> <p>This report includes two sheets that provide information about individual client outcomes. Ensure to apply any filters before running your search using this icon: </p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Individual client outcomes - Overview</p> </div> <div style="text-align: center;">  <p>Individual client outcomes - Summary</p> </div> <div style="text-align: center;">  <p>Individual client outcomes - details</p> </div> </div> <p>See Figures 22, 23 and 24 for more detail.</p> <p>In the Data Exchange reports we can see the number and % of clients who have been partially and fully assessed.</p> <p>In Figure 22, there are over 99,000 TEI clients. Only 20,084 of these clients (20.2%) have been fully assessed. 7,826 (7.9%) have been partially assessed. These figures combine SCOREs that have been reported for Circumstances, Goals and Satisfaction.</p> <p>We can see a breakdown of the different types of SCOREs as well. In Figure 22, only 10% of clients have been assessed for Circumstances SCORE and only 9.3% have been assessed for Goals SCORE. For Satisfaction SCORE, 15.5% of clients have been assessed.</p>

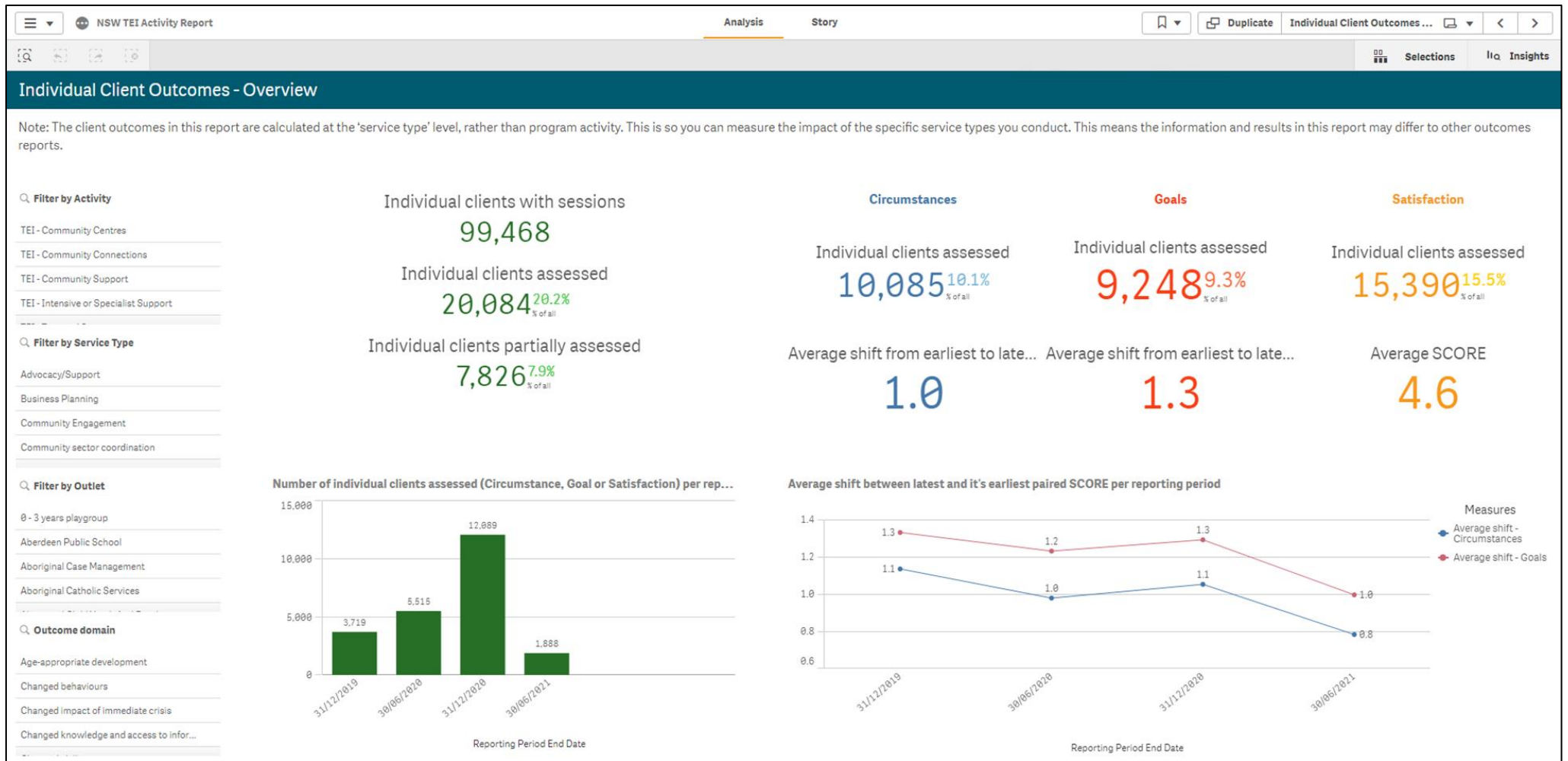
	<p>In Figure 23, we can see a more detailed breakdown of this information for each program activity and service type. You can see the:</p> <ul style="list-style-type: none"> <li>• Number of individual clients with sessions</li> <li>• Number of individual clients partially assessed</li> <li>• Number of individual clients assessed</li> <li>• % of individual clients assessed</li> </ul> <p>You should use this information to identify areas where you need to record more SCOREs for individual clients.</p> <p>In Figure 24, you can see information about the SCOREs that have been recorded for individual clients, if those SCOREs have been paired or if clients are partially assessed.</p> <p>If you select an individual client, you can also see the specific SCORE domains they have been assessed in. You can use this information to identify clients who need to be assessed or who need a follow up assessment.</p>
<p><b>How do I fix it?</b></p>	<p>You need to make sure that at least two SCORE assessments are conducted for Circumstances and Goals SCORE. You also need to make sure that when those SCOREs are recorded the following data items match:</p> <ul style="list-style-type: none"> <li>• Client ID</li> <li>• Program Activity</li> <li>• Service type</li> <li>• Outcome Type (Circumstances or Goals)</li> <li>• Outcome Domain (e.g. Physical health)</li> </ul> <p>If these data items are not the same, the client's SCOREs will not be paired, and they will only be partially assessed.</p> <p>When you view the NSW TEI Activity Report, go to the Individual client outcomes - details sheet (see Figure 24). Here you can see the individual clients and number of Circumstances and Goals SCOREs that have been recorded. Review the information for an individual client and identify what SCORE assessments need to be conducted.</p> <p>For example, in Figure 24, the first two clients have 0 paired and unpaired Circumstances and Goals domains. They also have 0 Satisfaction domains. This means no SCOREs have been recorded for them.</p> <p>Log into the Data Exchange and search for the client using the Client ID (see <a href="#">Find and Edit a client</a>). Review the service types they have received and see if you can record at least 2 SCORE assessments for them per service type (see <a href="#">Add a SCORE assessment</a>).</p> <p>In Figure 24, the third client (highlighted red) has 4 unpaired Circumstance domains, 3 unpaired Goals domain and 3 Satisfaction domains.</p>

	<p>If you click on the client, you can see the specific domains that have been used (highlighted red).</p> <p>Log into the Data Exchange and search for the client using the Client ID (see <a href="#">Find and Edit a client</a>). Review the service types they have received and see if you can record a follow up SCORE for each domain (see <a href="#">Add a SCORE assessment</a>). Remember they must be recorded in the same service type to match.</p> <p>Note: if your organisation conducts bulk uploads or system-to-system transfers these updates could be made using the Data Exchange platform directly or you can update the information in your own system and re-upload the data.</p>
<p><b>Goals your organisation can set</b></p>	<p>Your organisation should aim to have:</p> <ul style="list-style-type: none"> <li>• at least 50% of individual clients assessed for Circumstances SCORE.</li> </ul> <p>AND/OR</p> <ul style="list-style-type: none"> <li>• at least 50% of individual clients assessed for Goals SCORE.</li> </ul> <p>AND</p> <p>at least 10% of individual clients assessed for Satisfaction SCORE.</p>
<p><b>Other considerations</b></p>	<p>The targets above are designed to factor in common issues with conducting SCORE assessments, including:</p> <ul style="list-style-type: none"> <li>• clients may unexpectedly leave services</li> <li>• clients may not complete surveys properly or fully</li> </ul> <p>Your service should plan for these issues. For example, you should try to conduct SCORE assessments for 100% of individual clients. This way, when some clients unexpectedly leave a service and you're unable to conduct a post-SCORE, you will still hit the 50% target for your SCORE assessments.</p> <p>For more information about SCORE see: <a href="#">Measuring and reporting outcomes</a>.</p>

**Important note:** When DCJ staff view this data, they cannot see real Client IDs. The 'Client ID' displayed to DCJ staff is an internal 'back-end' identified. It is NOT the Client ID displayed in the DEX portal and used by organisations to identify their clients. Staff within your organisation will be able to see the real Client ID.



Figure 22. Individual client outcomes – overview



**Figure 23. Individual client outcomes - Summary**

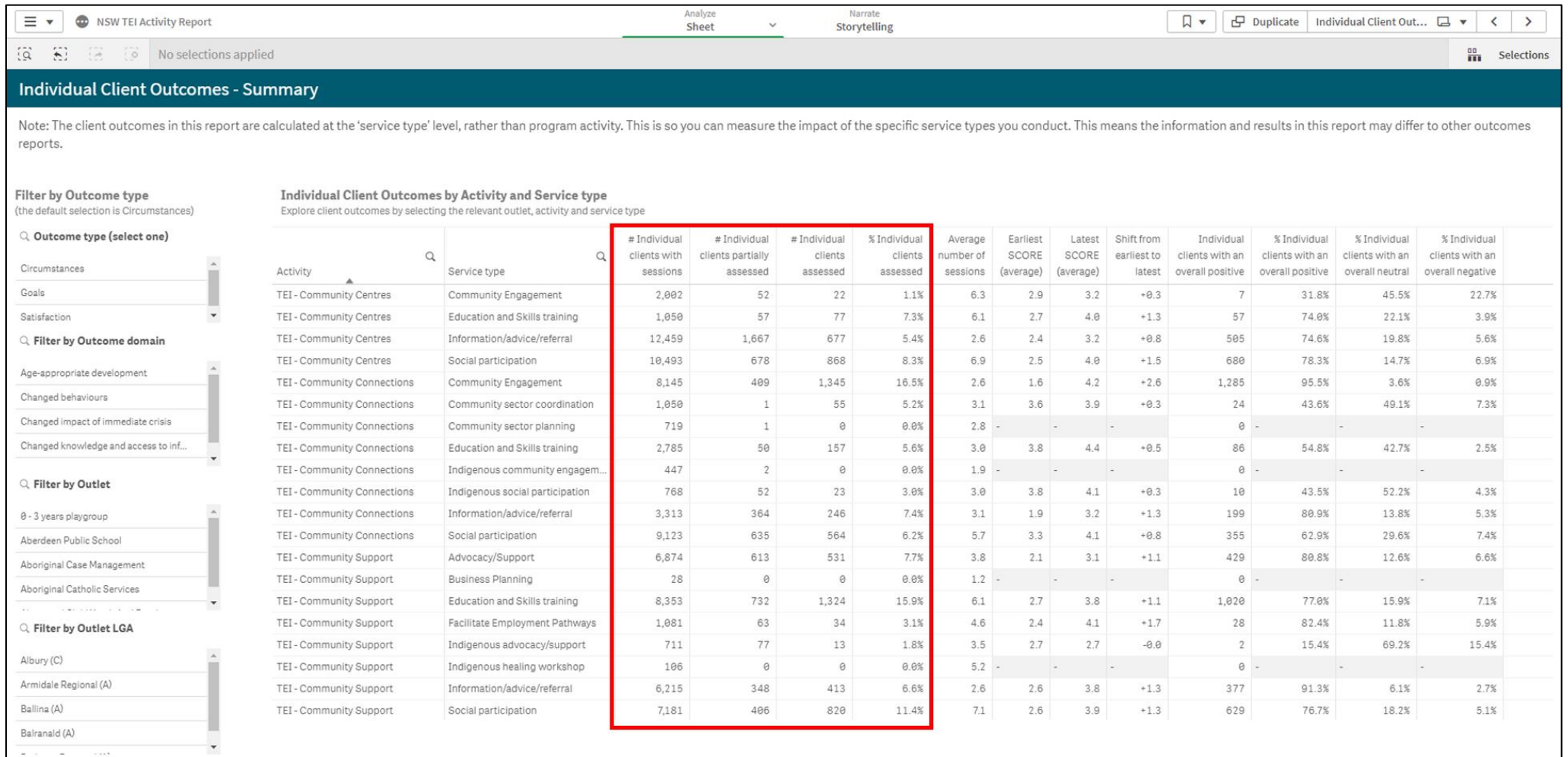
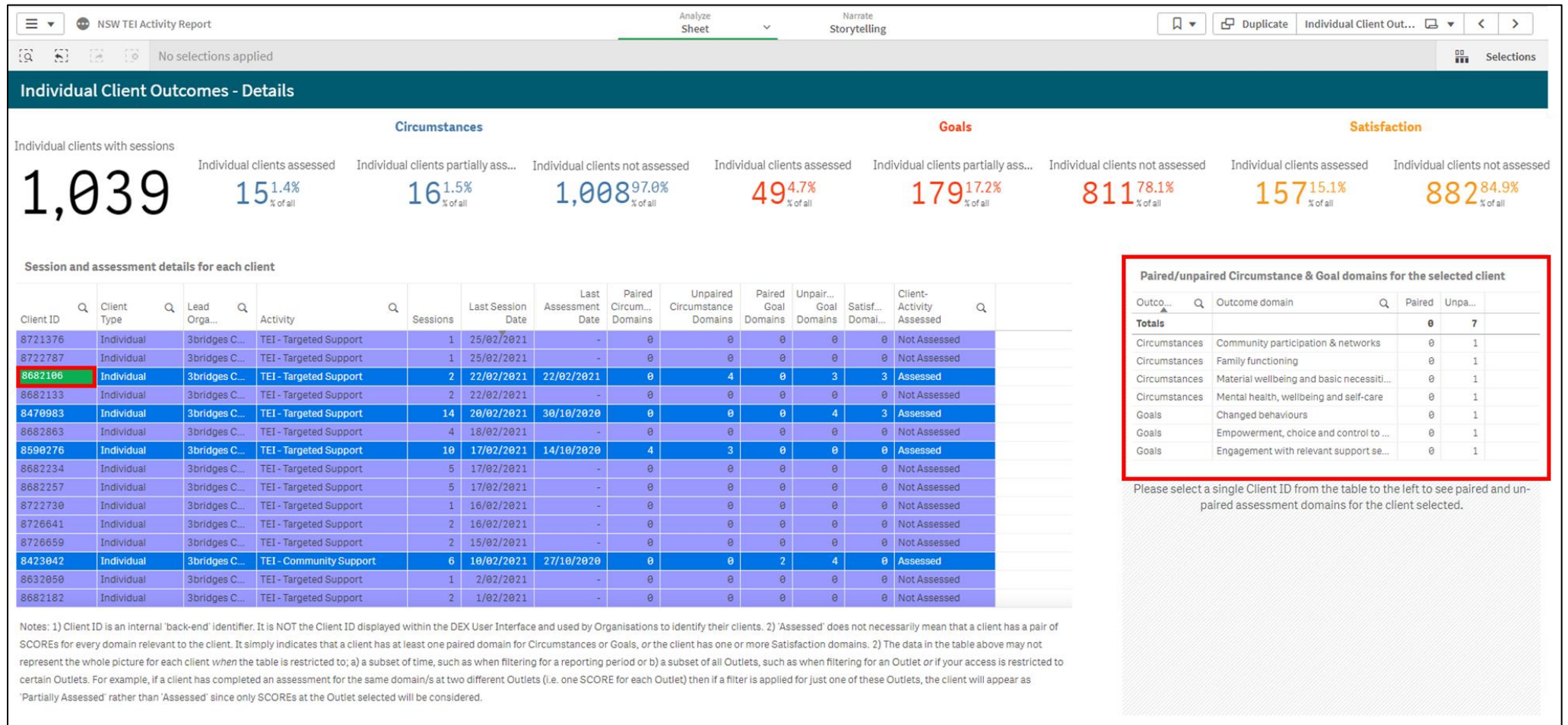

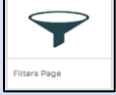
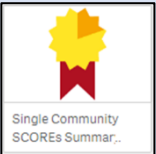


Figure 24. Individual client outcomes - details



## 6. Community SCORE recorded for individual clients

<p><b>Issue</b></p>	<p>Community SCORE should only be used to measure outcomes for unidentified groups of clients.</p> <p>Community SCORE should not be used to measure outcomes for individual clients.</p>
<p><b>Why is it a problem?</b></p>	<p>Community SCORE enables us to report outcomes for groups or communities. In the TEI program, Community SCORE should be used when it is not possible, practical or relevant to record SCOREs for individual clients. For example, at an information night or community event.</p> <p>If Community SCORE is used to measure outcomes for individual clients (instead of Circumstance and Goals SCORE), you won't be able to demonstrate the impact of your services on individual client outcomes.</p>
<p><b>Data items</b></p>	<p>Community SCORE</p> <p>Unidentified clients – at the case and session level</p>
<p><b>Where can I see this issue?</b></p>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;">  <p>NSW TEI Activity Report</p> </div> <div> <p>The NSW TEI Activity Report. Ensure to apply any filters before running your search using this icon</p> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>Filters Page</p> </div> <p>This report includes a sheet titled 'Single Community SCORE Summary'. This sheet provides detailed information about the Community SCOREs that have been recorded and the number of clients in those sessions. See Figure 25 for more detail.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>Single Community SCOREs Summar..</p> </div> <p>In Figure 25, there are number of sessions that have 0 group clients. Yet, a Community SCORE has still been recorded for these sessions. If there are 0 group clients in a session, Community SCORE should not be recorded. You should use Circumstances and Goals SCORE to report outcomes for the individual clients.</p>
<p><b>How do I fix it?</b></p>	<p>You need to make sure that Community SCORE is only used to report outcomes for unidentified group clients.</p> <p>In the Data Exchange reports we can see the number of group and individual clients who attended sessions with a Community SCORE (see Figure 25).</p> <p>When you view the NSW TEI Activity report, go to the Single Community SCOREs Summary sheet. Here you can see the number of group clients and individual clients for each service type.</p>

	<p>If you have service types with 0 unidentified group clients in this table, you need to correct this issue.</p> <p>Log into the Data Exchange platform and see if you can find the session that incorrectly recorded Community SCORE. You will have to use the Program Activity, Service Type and Outlet information to try to find the session (see <a href="#">Find and Edit a Session</a>).</p> <p>Review the individual clients attached to the session and record Circumstance and/or Goals SCORE for them (see <a href="#">Add a SCORE assessment</a>).</p> <p>Note: if your organisation conducts bulk uploads or system-to-system transfers these updates could be made using the Data Exchange platform directly or you can update the information in your own system and re-upload the data.</p>
<p><b>Goals your organisation can set</b></p>	<p>If a session has 0 unidentified group clients, Community SCORE should not be reported.</p> <p>Circumstances, Goals and Satisfaction should be recorded for the individual clients.</p>
<p><b>Other considerations</b></p>	<p>Generally, Community SCORE should only be recorded for the Community Strengthening stream. This includes program activities:</p> <ul style="list-style-type: none"> <li>• Community Connections</li> <li>• Community Centres</li> <li>• Community Support</li> </ul> <p>Community SCORE should not be used for Targeted Support and Intensive or Specialist Support. This is because 100% of clients should be individual clients. See <a href="#">Unidentified groups vs. individual clients</a></p> <p>To support staff in your organisation to understand when and how to use Community SCORE see:</p> <ul style="list-style-type: none"> <li>• <a href="#">What is Community SCORE and how do I use it?</a></li> <li>• <a href="#">Outcomes Matrix</a></li> </ul>

Figure 25. Community SCORE in the NSW TEI Activity report

NSW TEI Activity Report

Analysis Story


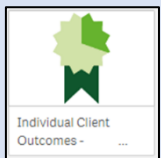

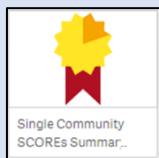
Single Community SCOREs Summary

This sheet displays information about single Community SCOREs. This is where a session's SCORE is treated as a stand-alone assessment and no pairing occurs. When a session has two Community SCOREs, only the latest SCORE is included. The earlier SCORE is ignored. Single Community SCOREs is different to the 'un-paired Community SCORE' method found in other reports and results may differ.

Outcomes for single Community SCOREs by Outlet, Activity, Service type and Outcome domain

Outlet	Activity	Service type	Outcome domain	Sessions with Community SCOREs	Group Clients	Individ... Clients	Average Community SCORE	% of sessions with 'no change' SCORE rating	% of sessions with 'limited change, emerging	% of sessions with 'limited change, strong	% of sessions with 'moderate change' SCORE	% of sessions with 'significant change' SCORE	
Outlets	TEI - Community Connections	Education and Skills training	Community infrastructure and networks	1	22	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%	
	TEI - Community Connections	Education and Skills training	Group / community knowledge, skills, attitudes and...	1	22	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%	
	TEI - Community Connections	Education and Skills training	Organisational knowledge, skills and practices	1	22	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%	
	TEI - Community Connections	Education and Skills training	Social cohesion	1	22	8	2.0	0.0%	100.0%	0.0%	0.0%	0.0%	
	TEI - Targeted Support	Indigenous social participation	Community infrastructure and networks	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Indigenous social participation	Group / community knowledge, skills, attitudes and...	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Indigenous social participation	Organisational knowledge, skills and practices	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Indigenous social participation	Social cohesion	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Information/advice/referral	Community infrastructure and networks	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	
	TEI - Targeted Support	Information/advice/referral	Group / community knowledge, skills, attitudes and...	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	
	TEI - Targeted Support	Information/advice/referral	Organisational knowledge, skills and practices	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	
	TEI - Targeted Support	Information/advice/referral	Social cohesion	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%	
	TEI - Targeted Support	Intake/assessment	Community infrastructure and networks	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Intake/assessment	Group / community knowledge, skills, attitudes and...	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Intake/assessment	Organisational knowledge, skills and practices	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	TEI - Targeted Support	Intake/assessment	Social cohesion	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	
	Cou...	TEI - Targeted Support	Parenting programs	Group / community knowledge, skills, attitudes and...	1	16	0	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
	tre	TEI - Community Connections	Community Engagement	Community infrastructure and networks	3	0	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
	tre	TEI - Community Connections	Community Engagement	Group / community knowledge, skills, attitudes and...	3	0	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
	tre	TEI - Community Connections	Community Engagement	Organisational knowledge, skills and practices	3	0	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
tre	TEI - Community Connections	Community Engagement	Social cohesion	3	0	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%	
tre	TEI - Community Connections	Education and Skills training	Community infrastructure and networks	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	
tre	TEI - Community Connections	Education and Skills training	Group / community knowledge, skills, attitudes and...	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	
tre	TEI - Community Connections	Education and Skills training	Organisational knowledge, skills and practices	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%	
tre	TEI - Community Connections	Education and Skills training	Social cohesion	1	14	14	5.0	0.0%	0.0%	0.0%	0.0%	100.0%	

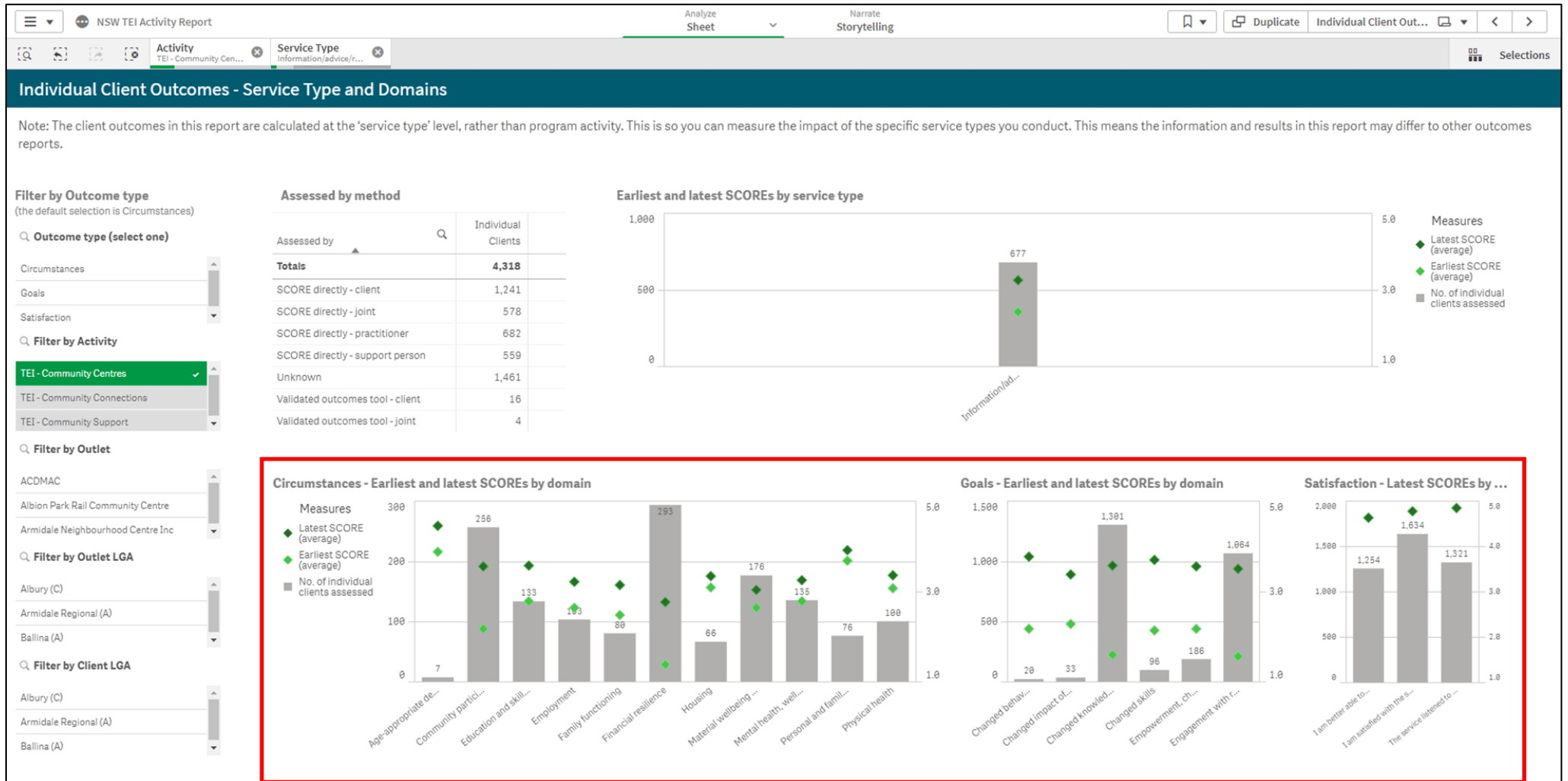
## 7. Recording outcomes in every SCORE domain

<p><b>Issue</b></p>	<p>SCOREs should only be recorded in domains that are relevant to the type of service that is being delivered.</p>
<p><b>Why is it a problem?</b></p>	<p>If you record SCOREs in irrelevant domains, you are misrepresenting the impact your service has on client outcomes.</p> <p>It also means clients are being asked to answer questions and complete surveys unnecessarily.</p> <p>You do NOT need to report outcomes for every single SCORE domain. You just need to pick the domains that are most relevant to the service you deliver.</p>
<p><b>Data items</b></p>	<p>Circumstances SCORE</p> <p>Goals SCORE</p> <p>Community SCORE</p>
<p><b>Where can I see this issue?</b></p>	<div data-bbox="507 884 662 1041">  <p>The NSW TEI Activity Report</p> <p>This report includes two sheets that provide information about SCORE. Ensure to apply any filters before running your search using this icon</p> </div> <div data-bbox="622 1108 782 1265">  <p>Individual Client Outcomes – Service types and Domains</p> </div> <div data-bbox="885 1064 1005 1176">  <p>Filters Page</p> </div> <div data-bbox="1069 1108 1228 1265">  <p>Single Community SCOREs Summary</p> </div> <p>See Figures 26 and 27 for more detail.</p> <p>In the Data Exchange reports, you can see the SCORE domains that have been reported for each program activity and service type.</p> <p>Figure 26 shows an example for individual clients. We've selected the program activity 'Community Centres' and the service type 'Info/advice/referral'. We can see in the highlighted graphs that outcomes have been recorded for every single Circumstance and Goals SCORE domain.</p> <p>For Info/advice/referral this isn't necessary. For example, providing someone with info/advice/referral won't improve their age-appropriate development. The service they are referred to could (e.g. a supported playgroup), but the actual referral would only increase their knowledge of services that are available or support them to engage with another service.</p>

	<p>Figure 27 shows an example for Community SCORE. We can see that all four Community SCORE domains have been reported for several different activities (e.g. Education and Skills training, Indigenous social participation). Education and skills training, for example, could improve group/community knowledge, skills, attitudes and behaviours, but it's unlikely it would also impact community infrastructure and networks and social cohesion.</p>
<p><b>How do I fix it?</b></p>	<p>You do NOT need to report outcomes for every single SCORE domain. You just need to pick the domains that are most relevant to the service you deliver.</p> <p>Review your organisation's contract and program logic to identify the outcomes you need to report in the Data Exchange.</p> <p>Develop an <a href="#">Outcomes Matrix</a> to ensure all staff in your organisation understand what outcomes to report on and which SCORE domains to use.</p>
<p><b>Goals your organisation can set</b></p>	<p>Develop an <a href="#">Outcomes Matrix</a> to ensure all staff in your organisation understand what outcomes to report on and which SCORE domains to use.</p>
<p><b>Other considerations</b></p>	<p>To support staff in your organisation to understand how to use SCORE see:</p> <ul style="list-style-type: none"> <li>• <a href="#">What is Community SCORE and how do I use it?</a></li> <li>• <a href="#">Outcomes Matrix</a></li> </ul>



**Figure 26. Recording outcomes for individual clients in every SCORE domain**



**Figure 27. Recording outcomes for groups in every Community SCORE domain**

NSW TEI Activity Report Analysis Story

Single Community SCOREs Summary

This sheet displays information about single Community SCOREs. This is where a session's SCORE is treated as a stand-alone assessment and no pairing occurs. When a session has two Community SCOREs, only the latest SCORE is included. The earlier SCORE is ignored. Single Community SCOREs is different to the 'un-paired Community SCORE' method found in other reports and results may differ.

Outcomes for single Community SCOREs by Outlet, Activity, Service type and Outcome domain

Outlet	Activity	Service type	Outcome domain	Sessions with Community SCOREs	Group Clients	Individ... Clients	Average Community SCORE	% of sessions with 'no change' SCORE rating	% of sessions with 'limited change, emerging	% of sessions with 'limited change, strong	% of sessions with 'moderate change' SCORE	% of sessions with 'significant change' SCORE
Outlets	TEI - Community Connections	Education and Skills training	Community infrastructure and networks	1	22	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Group / community knowledge, skills, attitudes and...	1	22	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Organisational knowledge, skills and practices	1	22	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Social cohesion	1	22	8	2.0	0.0%	100.0%	0.0%	0.0%	0.0%
Outlets	TEI - Targeted Support	Indigenous social participation	Community infrastructure and networks	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Indigenous social participation	Group / community knowledge, skills, attitudes and...	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Indigenous social participation	Organisational knowledge, skills and practices	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Indigenous social participation	Social cohesion	1	0	11	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Information/advice/referral	Community infrastructure and networks	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%
Outlets	TEI - Targeted Support	Information/advice/referral	Group / community knowledge, skills, attitudes and...	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%
Outlets	TEI - Targeted Support	Information/advice/referral	Organisational knowledge, skills and practices	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%
Outlets	TEI - Targeted Support	Information/advice/referral	Social cohesion	3	0	3	4.3	0.0%	0.0%	0.0%	66.7%	33.3%
Outlets	TEI - Targeted Support	Intake/assessment	Community infrastructure and networks	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Intake/assessment	Group / community knowledge, skills, attitudes and...	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Intake/assessment	Organisational knowledge, skills and practices	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	TEI - Targeted Support	Intake/assessment	Social cohesion	1	0	1	5.0	0.0%	0.0%	0.0%	0.0%	100.0%
Outlets	Cou... TEI - Targeted Support	Parenting programs	Group / community knowledge, skills, attitudes and...	1	16	0	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Community Engagement	Community infrastructure and networks	3	0	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Community Engagement	Group / community knowledge, skills, attitudes and...	3	0	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Community Engagement	Organisational knowledge, skills and practices	3	0	8	1.0	100.0%	0.0%	0.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Community Engagement	Social cohesion	3	0	8	3.0	0.0%	0.0%	100.0%	0.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Community infrastructure and networks	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Group / community knowledge, skills, attitudes and...	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Organisational knowledge, skills and practices	1	14	14	4.0	0.0%	0.0%	0.0%	100.0%	0.0%
Outlets	TEI - Community Connections	Education and Skills training	Social cohesion	1	14	14	5.0	0.0%	0.0%	0.0%	0.0%	100.0%