Targeted Earlier Intervention Program

2020-2021 NSW Annual Report

NSW
GOVERNMENT

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Executive Summary

The Targeted Earlier Intervention (TEI) Program is funded by the NSW Department of Communities and Justice (DCJ).

The Program, which brought together five separate historical programs, commenced on 1 July 2020. Its objective is to deliver flexible support to ensure children, young people, families and communities thrive. Importantly, it seeks to prevent any existing risks or vulnerabilities from escalating,

This document is the first TEI program annual report. It presents quantitative data reported by the Program's funded service providers from 1 July 2020 to 30 June 2021. However, due primarily to the impacts of COVID, data collection was **only mandatory for the six months from 1 January 2021 to 30 June 2021** and any conclusions drawn from this report and the data should be in the context of this limitation.

The Report provides key information about service delivery, client cohorts, and client and community outcomes. It also identifies key data quality issues that will be addressed as the Program matures.

Key findings

Service delivery

- In 2020-21, TEI services were delivered by 481 service providers in 1,469 different locations across NSW.
- Services were delivered to a total of 118,024 individual clients and 712,416 unidentified group clients.
- 399,804 sessions of service delivery were conducted with Individual clients, who attended an average of 7.2 sessions each.

Client demographics for individual clients[1]

- 0-5 year olds made up the largest age group, representing 15% (18,127)
- 0-18 year olds made up 40% (47,518)
- 16,775 (14%) identified as Aboriginal and/or Torres Strait Islander.
- 11,207 (9.5%) identified as living with disability, impairment or condition.
- 34,774 (29%) were born overseas and 34,816 (29%) spoke a language other than English at home.

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[1] Individual clients are those for whom identifying information was recorded by a service provider. This information can only be collected with the consent of the client. All other clients ('unidentified group clients') are unidentified when entered into DEX. These are clients may have attended a community event, or attended a drop in centre where identifying information is not collected. For these events or services, the total number of clients attending the event or dropping in over the course of a day/set period is collected.

- 2,097 (1.8%) reported they were homeless and a further 3,798 (3.2%) reported they were at risk of homelessness.
- Individual clients were most likely to seek support from TEI services for issues relating to family functioning; community participation and networks; and mental health, wellbeing and self-care.

Referral pathways for individual clients

- 118,024 clients were referred into TEI services in 2020-21. Main sources for referral into TEI services were internal referrals and self-referrals, accounting for 46% of referrals where the referral source was known. These results may reflect the Program as a soft-entry point into the service system, and that TEI services are known providers in their local communities.
- TEI funded services made 16,524 referrals on behalf of clients in 2020-21, of which 65% were external[2] and 35% were internal[3].
- The large number of external referrals reflects the role TEI services play in supporting clients to navigate the service system.
- The two most common reasons for external referrals were mental health, wellbeing and self-care (18%) and family functioning (17%).
- The two most common reasons for internal referrals were community participation and networks (18%) and material wellbeing and basic necessities (12%).

Client and community outcomes

- Client outcomes[4] have only been recorded for 18% of all individual clients and 83% of activities did not have an outcomes score recorded[5].
- The data that was recorded reflects positive impacts of the TEI program on client outcomes.
  - In the Community Strengthening stream, community members are supported to connect with their community and build informal and formal support networks. Community engagement activities are supporting clients to improve their knowledge of services in their local community and their ability to engage with these services. Clients are also improving their knowledge and skills as a result of relevant education and skills training.
  - In the Wellbeing and Safety stream, parents and families improve their knowledge and skills through supported playgroups, parenting programs and family capacity building. Counselling services support

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[2] External referrals were made to a service that is provided by another organisation.
[3] Internal referrals are referrals made to another service offered within the same organisation.
[4] Client outcomes refers to individual clients with a Goal and/or Circumstances SCORE. Satisfaction SCORE is not counted towards the 18%.
[5] 110,063 (83%) individual identified clients did not have an outcome SCORE by activity. This percentage is not the same as the percentage of individual clients who do not have an overall outcome, because a client can attend multiple activities.

clients to improve their mental health, empower clients and build their capacity to deal with challenges they face. Changes can be seen in people's behaviour that suggest these short-term outcomes may have longer-lasting impact.

Client satisfaction

- Data collected on client satisfaction indicates that a majority of TEI clients were satisfied with the services they received, and found services to be understanding and respectful, supporting clients to address the challenges they faced.
  - o 73% of clients agreed with the statement "I am satisfied with the services I have received".
  - o 72% also agreed with the statement "The service listened to me and understood my needs".
  - o 60% agreed with the statement "I am better able to deal with the issues I sought help with".

Data issues – availability and completeness

6 key data issues have been identified in the TEI dataset, primarily with respect to ensuring the data is consistent, comparable and complete:

- Demographic information is unknown for many individual clients (e.g. household composition is unknown for 69% of all individual clients; homelessness status is unknown for 44% of all individual clients).
- Unidentified group clients are being recorded in lieu of individual clients, in cases where identifying information should be recorded.
- Targets for service providers to record details on individual clients have not been met, as per the Minimum Data Set (MDS).
- Client outcomes in relation to changes in their circumstances and goals have been left unpaired (and so unable to measure change over time) in many cases.
- Client outcome data in relation to changes in circumstances and goals are not just being recorded in the most relevant domains, but, in some cases in every domain, which impacts on confidence in results.
- Low quality statistical linkage keys (SLKs)[6] result where client information is incomplete, impacting the overall quality of the data collected and the possibility of comprehensive evaluation of the TEI program. SLKs are critical if the data in TEI is to be linked to other data sets (e.g. child protection, housing, the Human Services Data Set). This linkage is powerful in understanding the

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[6] A statistical linkage key (SLK) is a client identifier that is based on a person's name, date of birth and gender, in place of a person's identifying information. It allows data from different data sets to be linked without the identity of a person, the subject of information, being shared.

pathways into and beyond TEI services and the extent to which these services might contribute to positive outcomes for individual clients.

- It is noted that the TEI Program is voluntary, flexible and should meet clients where they are, responding to their needs in a way that works for them. It is not always possible, and in some cases appropriate, for the TEI services to obtain certain client information required to produce high quality SLKs. However, incorrect information should not be substituted (e.g. estimating a person's date of birth instead of using the actual date of birth (resulting in some clients being over 110 years old) and the use of pseudonyms).

Addressing these issues will enable DCJ and service providers to gain valuable insights into service delivery models and to better understand what works and what needs to be improved to achieve better outcomes for clients. It will ensure that the evaluation of the TEI Program will be able to accurately demonstrate the true value of the Program.

Conclusions and Recommendations

The first year of reporting is a window into the powerful potential of quantitative data collection in the TEI program.

The data reported in this first year supports the program is functioning as intended. Data for activities in the Community Strengthening stream reflect the often one-off nature of supports delivered (e.g. community events, information and advice provided by community centres and youth drop-in centres). These services are designed to strengthen communities, to build community cohesion and belonging, and to act as a soft-entry point into the service system. Client outcome data demonstrate that positive outcomes are being achieved in this space.

Data for activities in the Wellbeing and Safety stream reflect the targeted, ongoing and often intensive nature of the supports delivered (e.g. case management, counselling, parenting programs and supported playgroups). These services are designed to build on the strengths of families and support them to address key risk factors which may result in children and young people being unsafe. Client outcome data show these services are supporting parents and families to build their parenting skills and knowledge, and to foster positive parent-child relationships crucial to creating a safe and nurturing home environment.

However, key data quality issues - primarily incomplete or inaccurately entered data - have limited the conclusions that can be drawn. As discussed above and in Section 5 of this report, there are many clients for whom demographic details are missing. There are anomalies in the client outcomes data that call into question its validity, and the large number of unidentified clients limits the ability to understand who accesses TEI services and the outcomes achieved. Further, the small proportion of clients with client outcomes recorded, and the uneven distribution of this across

NSW and various activities, limits the ability to understand the full impact of the TEI program.

DCJ will be working closely with funded service providers to ensure the data entered are accurate and the outcomes reported are meaningful. These data completeness issues must be addressed so that the TEI Program can be properly evaluated, and the impact of the sector can be clearly understood.

Importantly, DCJ recognises that even if data collected in DEX were complete, the story it tells is limited to the quantitate data collected in relation to service delivery and client experience and outcomes. DCJ is committed to developing with the sector and communities, tools which will measure qualitative data, and capture the voices of clients and practitioners in understanding the impacts of TEI services on the lives of children, young people, families and local communities.

1 Purpose

This document is the first annual report for the Targeted Earlier Intervention (TEI) Program. It presents quantitative data reported by funded service providers from 1 July 2020 to 30 June 2021.

It provides key information about service delivery, client cohorts, and client and community outcomes. It also identifies key data quality issues that need to be addressed in future reporting.

> If you're a TEI funded service provider, you can access this data for your own organisation via the Data Exchange Reports. For more information see:
>
> - [Access, explore and export your Data Exchange data](#)
> - [Using data in the TEI program](#)

1.1 The Targeted Earlier Intervention Program

The TEI program is funded by the NSW Department of Communities and Justice (DCJ).

The TEI Program began on the 1 July 2020. It delivers flexible support to children, young people, families and communities experiencing, or at risk of, vulnerability. Importantly, it seeks to minimise harm through preventing risks associated with child abuse and neglect from escalating and ensure issues are addressed early.

The TEI program has two streams of support – Community Strengthening, and Wellbeing and Safety. Within each stream there are program activities and service types. Figure 1.1.1 shows a representation of the TEI Program. Box 1.1.1 provides details of the two streams of support. **Program activities** are broad categories of support. **Service types** are the activities delivered to children, young people, families, and communities. See Appendix C: TEI Service Types for a complete list of service types and descriptions.

The TEI program activities and service types have been designed to be broad and flexible, enabling funded service providers to tailor their supports and activities to local need and adapt their supports as that need changes.

Figure 1.1.1 Streams of support in the TEI program
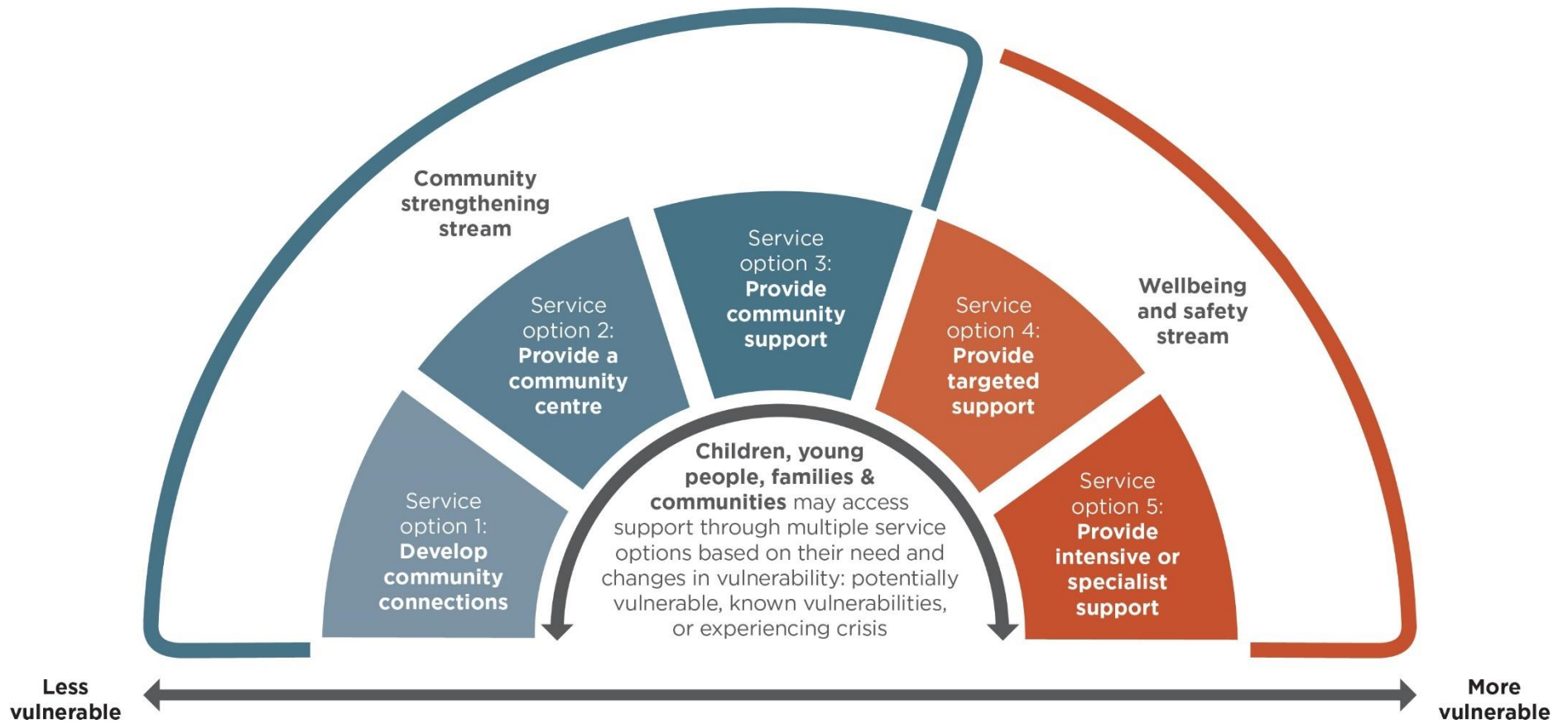
Source: Targeted Earlier Intervention Program Outcomes Framework

Box 1.1.1 Summary of TEI program's Streams of support

TEI program's streams of support

Streams of support	Description
● Community Strengthening Stream	The Community strengthening stream connects members of a community experiencing or at risk of vulnerability with their broader community and strengthens the community as a whole. These services often provide a soft entry point to other services and seek to create more inclusive, supportive, safe and empowered communities. Services include (but are not limited to): neighbourhood centres, community events, drop-in centres, after school and school holiday programs, youth groups, men and women groups, advocacy, volunteer programs and education and skill building programs. This stream has the least intensive TEI services and a relatively low proportion of individual clients to unidentified group clients (52,545 individual clients and 647,959 unidentified group clients are recorded as receiving TEI services in this stream).
● Wellbeing and Safety Stream	The Wellbeing and safety stream supports children, young people and families with targeted or intensive support where they are experiencing identified vulnerability. Services include (but are not limited to) counselling, case management, home visits, supported playgroups, mentoring and peer support programs, parenting programs, services to address domestic and family violence and drug and alcohol services. This stream comprises the most intensive supports with much higher ratios of individual clients to unidentified group clients (there were 71,104 individual clients and 64,457 unidentified group clients recorded as receiving these services).

2 Data Collection Method

In the TEI program, funded service providers report their data in the Data Exchange. The Data Exchange is a web-based platform hosted by the Department of Social Services (DSS).

All TEI service providers are required to report their data in accordance with The Data Exchange Protocols and the TEI Data Collection and Reporting Guide. See Appendix B for a list of the information TEI service providers report in the Data Exchange.

On 25 August 2021, unit record level data for the period 1 July 2020 to 30 June 2021 was sent from DSS to DCJ. All data is de-identified. DCJ do not have access to identifying information about clients (i.e. first and last names and street-level addresses).

FACS Insights, Analysis and Research (FACSIAR), a Directorate within DCJ, has analysed the unit record level data presented in this report.

> For more information about the Data Exchange and how the TEI program is using it see the TEI website.

2.1 Important considerations and limitations

Reporting obligations of TEI service

Although this TEI program report covers the full financial year from 1 July 2020 to 30 June 2021, reporting in the Data **Exchange only became mandatory on 1 January 2021**. As this was six months after the program officially began, there are obviously gaps in the data presented in this report.

Further, despite quantitative data reporting being mandatory from 1 January 2021, not all organisations were reporting their data in the Data Exchange. As of 30 June 2021 481 of 507 TEI funded service providers had entered data in the system.

As such, the data featured in this report does not present a complete picture of the service delivery that occurred in 2020/2021 and the client outcomes that were achieved during that period.

Try, test and learn period

Using the Data Exchange as a primary reporting platform for the TEI program has been a significant transition for the sector. It has required many service providers to reconsider the information they were previously collecting, and to shift their data

collection processes and practices. Providers are still developing their skills in inputting their data into the Data Exchange.

Nonetheless, the data collected does provide insights into how the TEI program has performed in its first year of operation. It is expected that the quality of the data will increase exponentially, and this provides exciting opportunities for analysis and evaluation.

Please see Section 5 of this report for more information about data quality.

Differences between this report and the online Data Exchange reports

To develop this report DCJ has used 'aged' data, or snapshot data, extracted from the Data Exchange on 25 August 2021.

Caution should be exercised when comparing figures in this report to the online Data Exchange reports which are a live environment where the data is updated continuously. In the live Data Exchange reports, even after a reporting period has closed, numbers change as client records and cases are updated or as service providers obtain approval to correct and/or upload data for closed reporting periods.

Further, due to privacy and ethical policy, the Data Exchange platform holds data that is not provided to DCJ in order to maintain client confidentiality (for example a client's full address). This can make it difficult to identify the District, LGA, or remoteness area where a client is located. As such, client numbers may vary slightly in the online Data Exchange reports when compared to this report, as DCJ may not be able to replicate some of the counting rules involved.

Any key differences between the 'live' Data Exchange reports and the data in this report prior to publication are noted where relevant throughout the report.

3 Program Reach and Client Cohorts

3.1 Service provision

Where does the TEI program deliver services?

In 2020-21 there were 481 TEI service providers recorded in the Data Exchange under the TEI Program, delivering in 1,469 different locations across NSW. Figure 3.1.1 shows the number of TEI funded service providers operating in each DCJ District[7]. Figure 3.1.2 shows the number of outlets provided in each DCJ district, with Figure 3.1.3 showing the location of each outlet. Outlets are the locations in which TEI services are delivered, or where staff travel from to deliver a service (for example, when conducting home visiting).

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[7] Note that many service providers operate in more than one DCJ district. The number of service providers in this figure adds to 571, although there are 481 providers in total.

Figure 3.1.1 Number of TEI funded service providers, by District Cluster

	Number of TEI funded service providers operating in the District
Mid North Coast	32
New England	29
Northern NSW	26
Far West	9
Murrumbidgee	29
Western NSW	36
Central Coast	26
Hunter	48
Nepean Blue Mountains	42
Western Sydney	66
Northern Sydney	21
South Eastern Sydney	51
Sydney	30
South Western Sydney	65
Illawarra Shoalhaven	44
Southern NSW	17
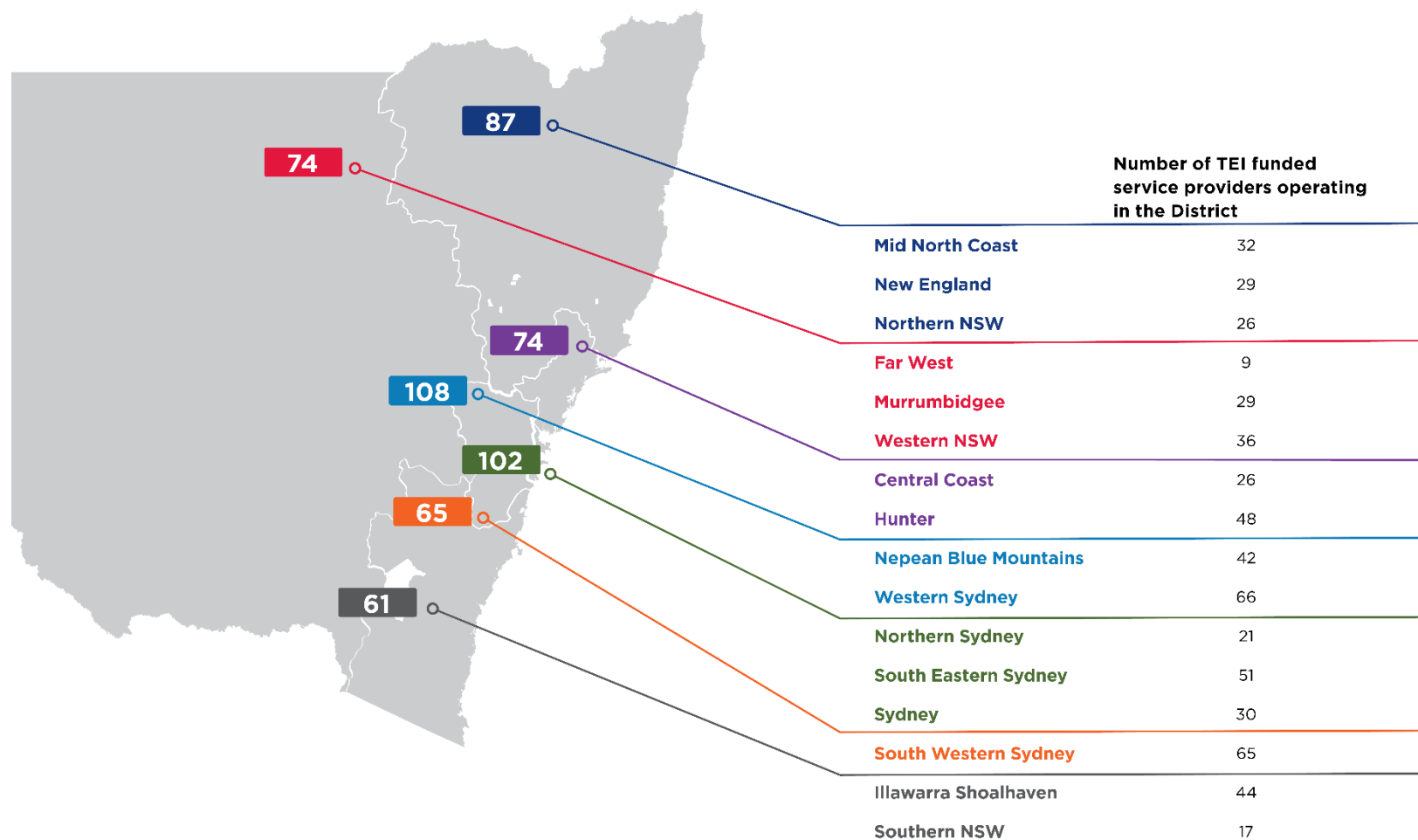
Figure 3.1.2 Number of locations (outlets) TEI services are delivered from, by District Clusters

	Number of locations (outlets) TEI services are delivered from
Mid North Coast	84
New England	73
Northern NSW	90
Far West	25
Murrumbidgee	95
Western NSW	142
Central Coast	60
Hunter	99
Nepean Blue Mountains	124
Western Sydney	144
Northern Sydney	41
South Eastern Sydney	99
Sydney	59
South Western Sydney	199
Illawarra Shoalhaven	99
Southern NSW	35

Map labels: 247, 262, 159, 268, 199, 199, 134

Figure 3.1.3 Location of TEI funded services in NSW (the coloured spaces are LGAs)
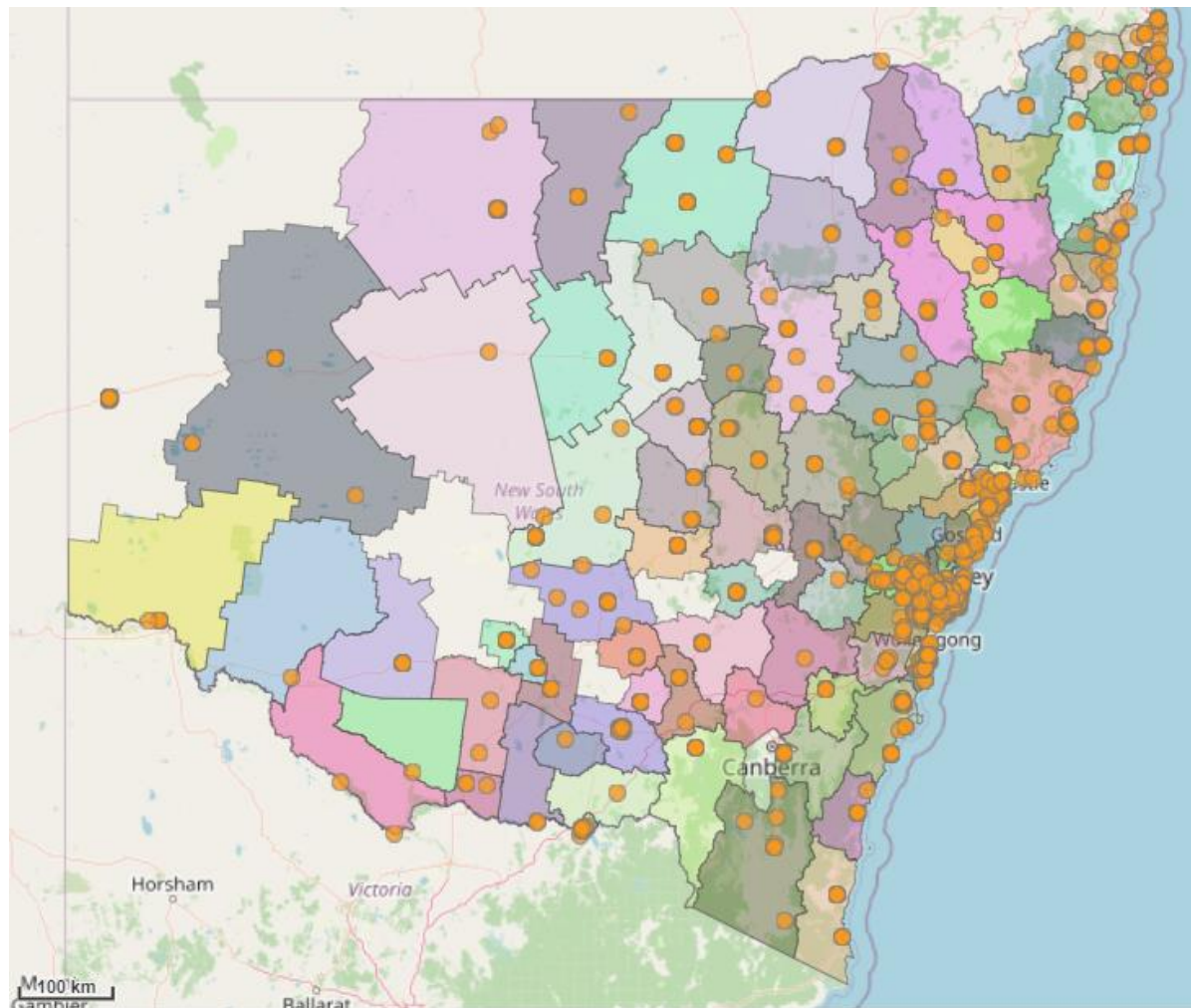
Source: Department of Social Services – the Data Exchange, Targeted Earlier Intervention Program Data, 2020-21

Box 3.1.1 The difference between individual clients and an unidentified group clients

Explainer: what's the difference between an individual client and an unidentified group client?

In the Data Exchange, we can record clients in two different ways:

Individual clients
We collect client details and demographic information from clients. These clients have a client record created for them in the Data Exchange. The person must receive a service under the TEI program, and that service must lead to a measurable outcome.

Unidentified group clients
We only record the number of people who participate in a service/activity. No identifying information is collected from these clients. These clients must receive a service under the TEI program, and that service must lead to a measurable outcome.

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

How many people does the TEI program work with?

From 1 July 2020 to 30 June 2021, 118,024 individual clients and 712,416 unidentified group clients were recorded as receiving a TEI service. See Box 3.1.1 for a description of these categories of clients.

Services in DCJ Districts that worked with the largest number of clients were in the densely populated Greater Sydney region. For example, TEI service providers in the South Western Sydney (SWS) District worked with the largest number of individual clients (27,701) and unidentified group clients (123,341).

As not all data is complete, the number of clients in

Figure 3.1.4 may not accurately reflect service delivery due to non-mandatory reporting and delays with service providers entering their data into the Data Exchange (see Important Considerations and Limitations for more information and also Section 5 of this report).

Figure 3.1.4 Number of individual clients and unidentified clients who received TEI services by DCJ Cluster Group and DCJ District

District	Number of unidentified group clients	Number of individual clients	Total
South Western Sydney	123,341	27,701	151,042
Sydney	18,064	12,208	30,272
South Eastern Sydney	71,636	9,444	81,080
Northern Sydney	22,424	3,709	26,133
Western Sydney	69,695	12,611	82,306
Nepean Blue Mountians	85,497	7,071	92,568
Northern NSW	53,604	4,521	58,125
New England	29,283	4,400	33,683
Mid North Coast	33,724	4,932	38,656
Southern NSW	13,756	2,246	16,002
Illawarra Shoalhaven	37,931	6,696	44,627
Western NSW	39,300	5,920	45,220
Murrumbidgee	35,369	3,965	39,334
Far West	459	1,661	2,120
Hunter	44,159	7,237	51,396
Central Coast	32,972	5,485	38,457

■ Number of unidentified group clients   ■ Number of individual clients

Note: The number of individual clients for each Cluster Group and District does not add up to the total number of individual clients in the TEI program, as there are some clients who have received services across multiple DCJ Districts.

Figure 3.1.5 illustrates the monthly number of clients who have engaged with a TEI service. The number of monthly TEI clients reported as engaged with services generally increased (except for December 2020, January 2021 and June 2021), as more service providers recorded data, and particularly following the introduction of mandatory reporting on 1 January 2021. The lower number of individual clients in December 2020 and January 2021 is consistent with information provided by funded service providers that service delivery tends to reduce over the Christmas to New Year period and during the summer school holidays. But it is also likely to reflect the impact of COVID-19 on client numbers. In future years as reporting becomes more complete, this data will provide insight into patterns of service delivery that can be used to inform effective resource planning.

The trend for the monthly numbers of unidentified group clients who have engaged with a TEI service follow a similar trend to the individual clients, although the decrease in December 2020 and January 2021 was less pronounced. This is may be due to the types of TEI services that are delivered during holiday periods being more suited to unidentified group clients, for example, community events and school holiday activities for children and young people.

Particularly from March 2021, higher engagement of TEI services for the unidentified group clients may have been influenced by the reduction of COVID-19 social-distancing requirements, allowing for larger community events or similar activities.

Figure 3.1.5 Number of TEI clients per month for 2020-21
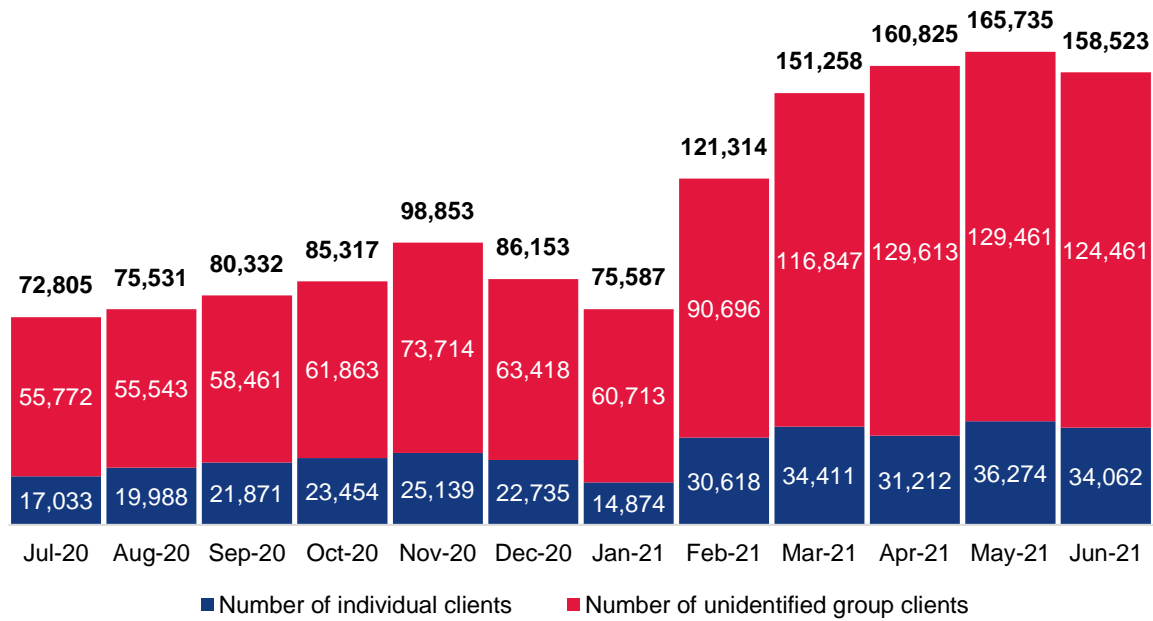
Note: The number of individual clients for each month does not add up to the total number of individual clients in the TEI program. This is because an individual client can access the TEI services multiple times throughout the year.

What services did TEI clients receive and how often?

As outlined above in Section 1.1, the TEI program has two streams of support: the Community Strengthening Stream and the Wellbeing and Safety Stream[8], with multiple program activities under each stream as illustrated in Figure 3.1.6. Box 3.1.2 below provides a general description of the program activities in each stream.

In total, 399,804 sessions of service delivery were conducted in 2020-21. Individual clients attended 7.2 sessions each, on average. Please see Figure 3.1.6 below for a breakdown of these.

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[8] Refer to 1.1, Figure 1.1.1 and Box 1.1.1 in this document for further information on the two streams of support.

Figure 3.1.6 Number of TEI clients per service stream and program activity[9]

Targeted Earlier Intervention Program			
Individual clients: **118,024**	Unidentified group clients: **712,416**	Number of sessions: **399,804**	Average number of sessions per individual client: **7.2**

Community Strengthening Stream		Wellbeing and Safety Stream	
Individual clients: **52,545**	Unidentified group clients: **647,959**	Individual clients: **71,104**	Unidentified group clients: **64,457**
Number of sessions: **110,264**	Average number of sessions per individual client: **5.6**	Number of sessions: **289,540**	Average number of sessions per individual client: **7.7**

Community Connections	Community Centres	Community Support	Targeted Support	Intensive or Specialist Support
Individual clients: **18,600**	Individual clients: **19,160**	Individual clients: **22,795**	Individual clients: **68,642**	Individual clients: **3,559**
Unidentified group clients: **260,942**	Unidentified group clients: **300,282**	Unidentified group clients: **86,735**	Unidentified group clients: **64,029**	Unidentified group clients: **428**
Number of sessions: **21,428**	Number of sessions: **46,487**	Number of sessions: **42,349**	Number of sessions: **261,629**	Number of sessions: **27,911**
Average number of sessions per individual client: **4.3**	Average number of sessions per individual client: **5.2**	Average number of sessions per individual client: **5.2**	Average number of sessions per individual client: **7.5**	Average number of sessions per individual client: **9.7**

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[9] The number of individual clients across service streams and program activities does not add up to the total number of individual clients for the TEI program. This is because some clients have received services from both streams and multiple program activities. The average number of sessions can only be calculated for individual clients. The TEI program does not record client details for unidentified group clients. This means the number of sessions an unidentified group client might attend cannot be calculated.

Box 3.1.2 Summary of program activities by streams of support

TEI program's streams of support

Streams of support	Description
● Community Strengthening Stream Program activity 1: Community Connections Program activity 2: Community Centres Program activity 3: Community Support	The Community strengthening stream connects members of a community experiencing or at risk of vulnerability with their broader community and strengthens the community as a whole. These services often provide a soft entry point to other services and seek to create more inclusive, supportive, safe and empowered communities. Services include (but are not limited to): neighbourhood centres, community events, drop-in centres, after school and school holiday programs, youth groups, men and women groups, advocacy, volunteer programs and education and skill building programs. This stream has the least intensive TEI services and a relatively low proportion of individual clients to unidentified group clients (52,545 individual clients and 647,959 unidentified group clients are recorded as receiving TEI services in this stream).
● Wellbeing and Safety Stream Program activity 4: Targeted Support Program activity 5: Intensive or Specialist Support	The Wellbeing and safety stream supports children, young people and families with targeted or intensive support where they are experiencing identified vulnerability. Services include (but are not limited to) counselling, case management, home visits, supported playgroups, mentoring and peer support programs, parenting programs, services to address domestic and family violence and drug and alcohol services. This stream comprises the most intensive supports with much higher ratios of individual clients to unidentified group clients (there were 71,104 individual clients and 64,457 unidentified group clients recorded as receiving these services).

For a detailed breakdown of this data for each program activity see Appendix A, Table A-4.

3.2 Client demographics

The TEI program works with children, young people, families and communities within NSW. As noted previously, TEI funded services accept self-referrals, as well as those from within their own services or from other services. If a funded service provider does not have the capacity or skills to address particularly complex needs, or is not funded to provide particular activities, clients may be referred to more appropriate services.

Several key groups are recognised as particularly important in the early intervention space:

- **Aboriginal children, young people, families and communities in NSW.** DCJ has a commitment to improve the outcomes of Aboriginal families and communities, and to ensure that all Aboriginal people in NSW have access to the resources and opportunities they need to achieve their goals.
- **0-5 year olds.** This client cohort aligns with NSW Health's First 2000 Days Framework and the NSW government's Brighter Beginnings initiative. It acknowledges the lifelong impact of adverse experiences during this period, and is an opportunity to build resilience, mitigate vulnerability and influence positive long-term outcomes for children.
- **Children and young people at risk of disengagement from school, family and community.** Family and community connections can be central to the development of positive self-identity. A child or young person's experiences and support during transition periods can have a significant impact on school engagement, school completion and later employment.
- **Young parents with known vulnerabilities or who are experiencing hardships.** Young parents can benefit from parenting, practical, advocacy and other support to help them build a nurturing and stimulating home environment for their child.

These key groups are not mutually exclusive, and some children, young people and their families will fall into more than one group.

Note: The TEI program endeavours to capture key client demographic information about clients to demonstrate if it is reaching key client cohorts. However, there are some limitations:

1. Demographic information is only available for individual clients, and not reported for unidentified group clients.

2. Currently there is no capacity in the system to relate individual clients receiving a service to a family grouping.

2. Incomplete data – sometimes clients do not wish to share information or make their circumstances known, and this is always respected. However, service providers should try to ensure that wherever possible, as many client records as possible are accurate and complete.

Who is accessing TEI services?

For individual clients where demographic data are recorded and available, a picture emerges of the diverse nature of clients supported by the wide range of TEI services available. This section provides information on the following demographic characteristics:

- age
- gender
- people identifying as Aboriginal and/or Torres Strait Islander
- people living with disability, impairment or condition
- people identified/identifying as culturally and linguistically diverse
- people experiencing or at risk of homelessness
- household composition
- location by remoteness.

Age

In 2020-21, the TEI program recorded working with 118,024 individual clients. Of these individual clients, 40% were 18 years old and under (see Figure 3.2.1).

The largest group of children and young people recorded were aged 0-5 years, comprising 15% of all individual clients, indicating that the program is reaching one of its key target groups.

Figure 3.2.1 Children and young people in the TEI program

18,127	9,378	16,238	3,775	6,277
0-5 year olds	**6-11** year olds	**12-16** year olds	**17-18** year olds	**19-24** year olds
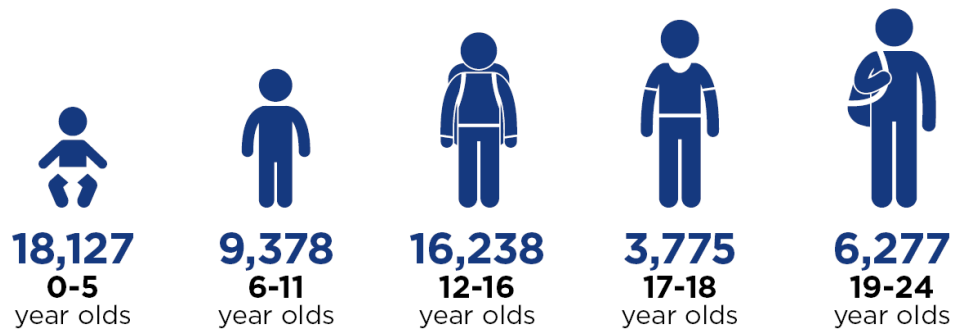
The TEI program also worked with clients aged 25-49 (38% of all individual clients) (see Figure 3.2.2).

Figure 3.2.2 Age of TEI Individual clients
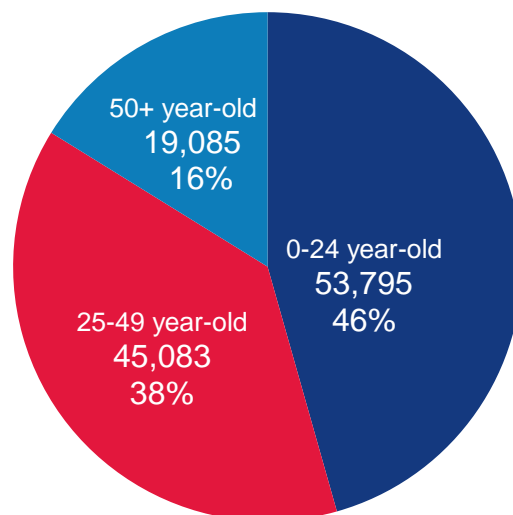
For a detailed breakdown of individual clients by age see Appendix A, Figure A-1.

Gender

In 2020-21, the majority of individual clients in the TEI program were female (77,888, 66%) (see

Figure 3.2.3). By comparison, only 32% of individual clients were male (38,106). The reasons for this can be explored in the future, using more complete data.

Figure 3.2.3 Gender of TEI individual clients

Female	Male	Intersex/ Indeterminate	Unknown
66%	**32%**	**0.1%**	**1.6%**
77,888	38,106	115	1,915
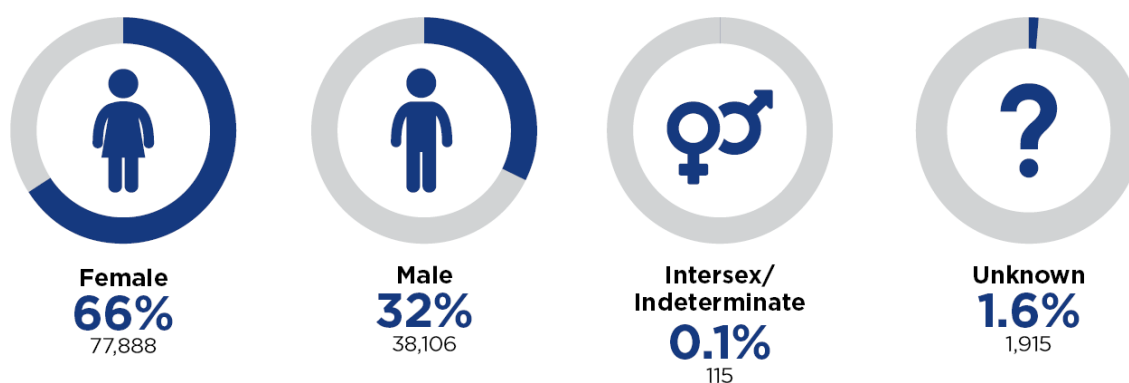
Aboriginal and/or Torres Strait Islander clients

As mentioned above, Aboriginal children, young people, families and communities are a key focus group of the TEI program. In 2020-21, the TEI program recorded 16,775 individual clients identifying as Aboriginal and/or Torres Strait Islander, accounting for 14% of all individual clients (see Figure 3.2.4). For details of data not recorded (unknown status), see Box 3.2.1.

Figure 3.2.4 TEI individual clients who identify as Aboriginal and/or Torres Strait Islander

Aboriginal clients	Torres Strait Islander clients	Aboriginal and Torres Strait Islander clients
15,861 (13%)	243 (0.2%)	671 (0.6%)

Non-Aboriginal clients	Unknown — DATA QUALITY ISSUES
85,685 (73%)	15,564 (13%)
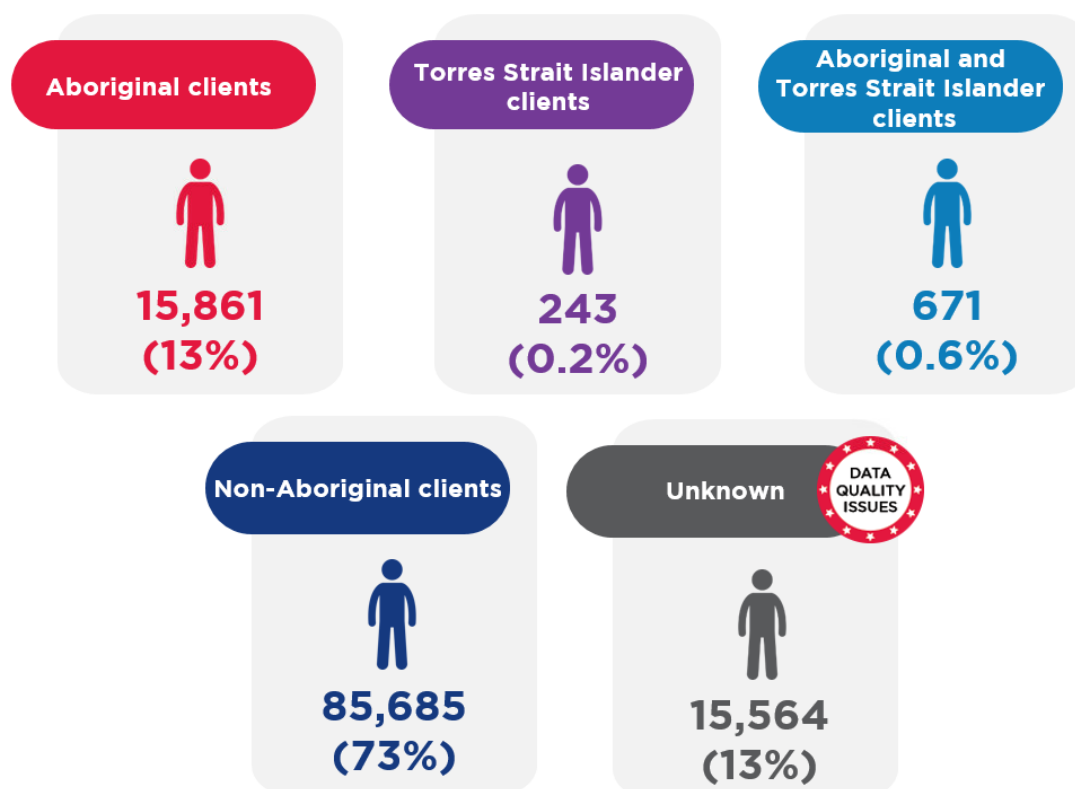
People living with disability

In 2020-21, the TEI program recorded 11,207 clients who self-identified as living with disability, impairment or condition, equating to 9.5% of all individual clients. Of those clients, 51% identified a psychiatric condition (5,698, 51%). This category is associated with clinically recognisable symptoms and behaviour frequently associated with distress that may impair personal functioning in social activity. These include, for example, autism, Asperger syndrome, depression and eating disorders.

The remaining clients identified their disability as (noting the percentages do not add to 100% as some clients have identified more than one disability):

- Intellectual/learning (28%): associated with impairment of intellectual functions which limit daily activities and restrict participation in a range of life areas (e.g. dyscalculia, dysgraphia, dyslexia).
- Physical/diverse (27%): associated with the presence of an impairment which may have diverse effects, including mobility (e.g. paraplegia, cerebral palsy, muscular dystrophy, epilepsy).
- Sensory/speech (15%): vision, hearing and/or speech disability or impairment that causes severe restrictions in communication.

For details of data not recorded (unknown status), see Box 3.2.1.

Figure 3.2.5 Individual clients who self-identify as living with disability

90,560 (77%) living without disability

16,257 (14%) status unknown

DATA QUALITY ISSUES

11,207 (9.5%) living with disability

5,698 (51%) Psychiatric

3,132 (28%) Learning

2,971 (27%) Physical

1,678 (15%) Sensory
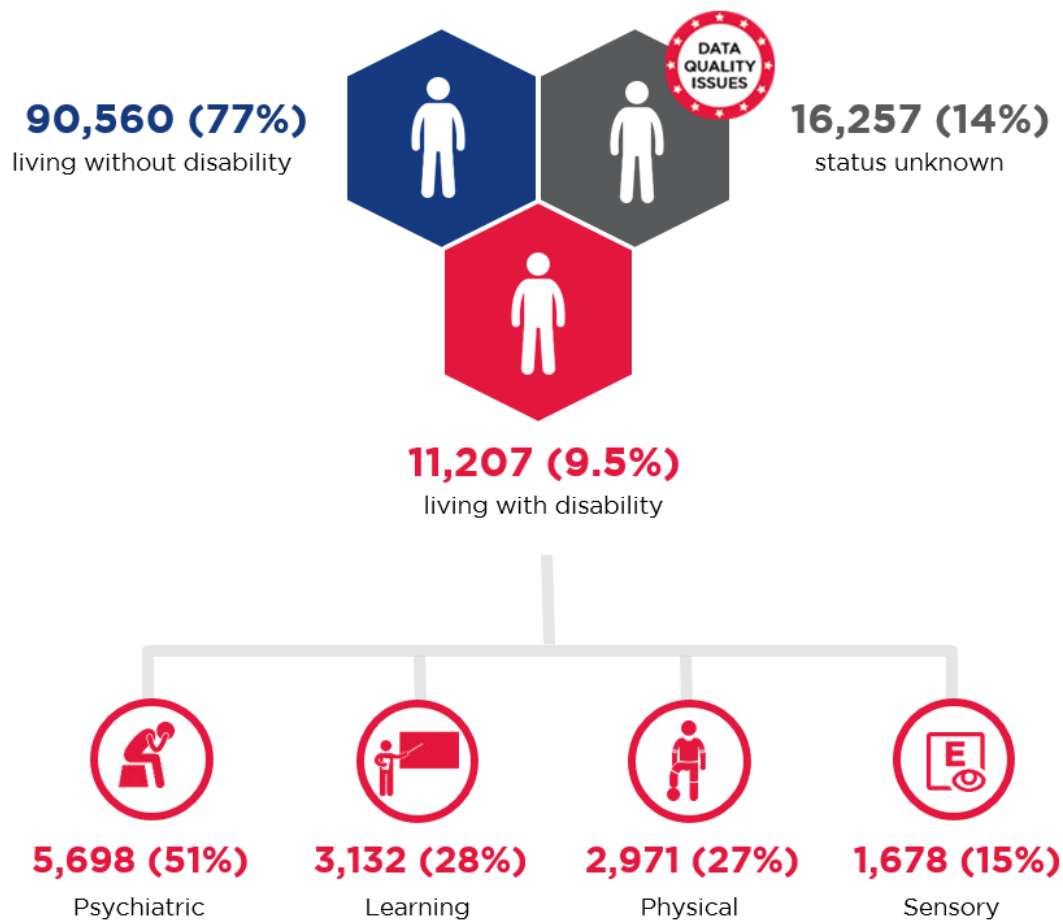
Note: Individual clients can self-identify as living with multiple disabilities, impairments or condition

> For more information about the disability, impairment or condition categories please see the Data Exchange Protocols, pg. 18.

Cultural and linguistic diversity of clients

In the TEI program in 2020-21, 29% of individual clients were born overseas (34,774) and 29% (34,816) of clients spoke a language other than English at home (see Figure 3.2.6). There were 26,112 (22%) who were born overseas **and** who spoke a language other than English at home.

Figure 3.2.6 Culturally and linguistically diverse (CaLD) TEI individual clients[10]

83,250 (71%)
TEI individual clients
were born in Australia

27,462 (23%)
TEI individual clients
were born overseas

DATA QUALITY ISSUES

7,312 (6.2%)
TEI individual clients'
birth countries were
unknown

83,208 (71%)
TEI individual clients
speak English

27,280 (23%)
TEI individual clients
speak languages other
than English at home

DATA QUALITY ISSUES

7,536 (6.4%)
TEI individual clients'
languages spoken at
home were unknown

98,727 (84%)
TEI individual clients
are not culturally and
linguistically diverse

19,297 (16%)
TEI individual clients
are culturally and
linguistically diverse

---

[10] TEI individual clients can only be classified into two categories in DEX: CALD and not CALD. It should be noted where individual clients have 'unknown' country of birth and/or 'unknown' language spoken at home, they are categorised as non-CALD. This need to be addressed to ensure data in relation to cultural and linguistically diverse people accessing TEI is accurate.

Other than Australia, the three most common countries of birth were Iraq (2,687), India (2,330) and China (1,907, excluding SARs and Taiwan) (see Table 3.2.1). Other than English, the three most common languages spoken at home were Arabic (6,573), Vietnamese (2,214) and Mandarin (1,508) (see Table 3.2.1).

For details of data not recorded (unknown status), see Box 3.2.1.

Table 3.2.1 Top 10 countries of birth and languages spoken at home for TEI individual clients

Top 10 Countries of Birth		Top 10 Languages spoken at home	
Country	Number of individual clients	Language	Number of individual clients
Australia	83,250 (71%)	English	83,208 (71%)
Iraq	2,687 (2.3%)	Arabic	6,573 (5.6%)
India	2,330 (2.0%)	Vietnamese	2,214 (1.9%)
China (excludes SARs & Taiwan)	1,907 (1.6%)	Mandarin	1,508 (1.3%)
Vietnam	1,749 (1.5%)	Spanish	1,383 (1.2%)
Lebanon	1,677 (1.4%)	Urdu	980 (0.8%)
New Zealand	1,061 (0.9%)	Hindi	945 (0.8%)
England	918 (0.8%)	Dari	770 (0.7%)
Syria	904 (0.8%)	Tamil	709 (0.6%)
Afghanistan	746 (0.6%)	Bengali	650 (0.6%)

Note: Country of birth is unknown for 7,312 individual clients (6.2%). Main language spoken at home is unknown for 7,536 individual clients (6.4%).

Homelessness status

In the TEI program in 2020-21, 2,097 individual clients reported they are homeless (see Figure 3.2.7). This accounts for 1.8% of all individual clients. A further 3,798 individual clients reported they are at risk of homelessness. This accounts for 3.2% of all individual clients. It should also be noted that nearly half of all individual clients have unknown homelessness status. Refer to Box 3.2.1.

For details of data not recorded (unknown status), see Box 3.2.1.

Figure 3.2.7 Homelessness status of TEI Individual clients

Not homeless	59,729
At risk of homelessness	3,798
Homeless	2,097

DATA QUALITY ISSUES

52,400 (44%) individual clients have unknown homelessness status
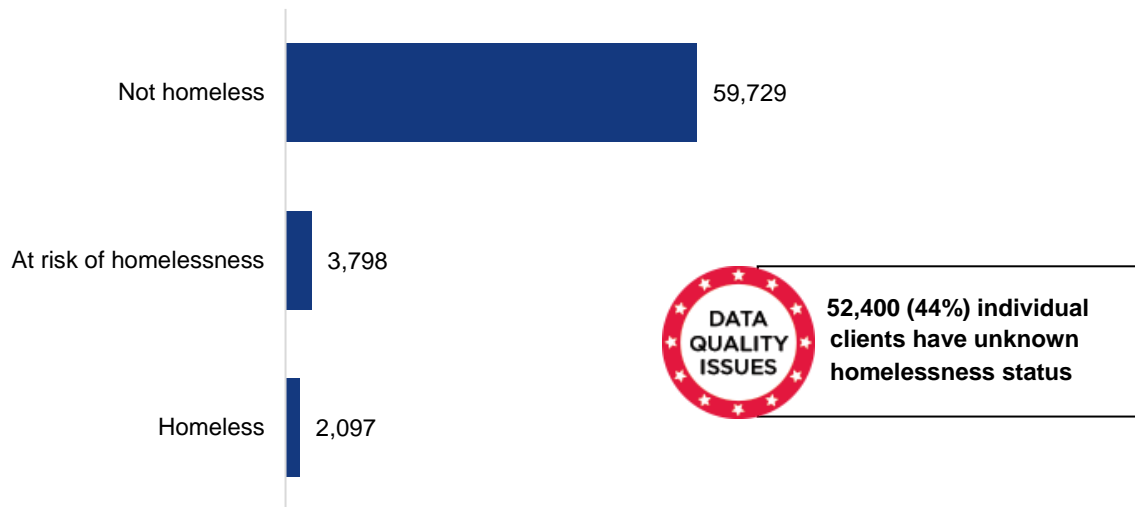
Household composition

Household composition can provide useful information about clients' living arrangements and how this may impact the challenges they face.

The most common household composition for individual clients in the TEI program was 'couple with dependants' (15,024, 13%) and sole parent with dependent(s) (11,675, 9.9%) (see Figure 3.2.8). It should be noted that the vast majority of TEI individual clients do not have household composition recorded. For further details of data not recorded (unknown status), see Box 3.2.1.

Figure 3.2.8 Household composition for TEI individual clients

Couple with dependent(s)	15,024
Sole parent with dependent(s)	11,675
Single (person living alone)	3,816
Group (related adults)	3,254
Couple	2,075
Group (unrelated adults)	597
Homeless/No household	525

DATA QUALITY ISSUES

81,058 (69%) individual clients have unknown household composition status
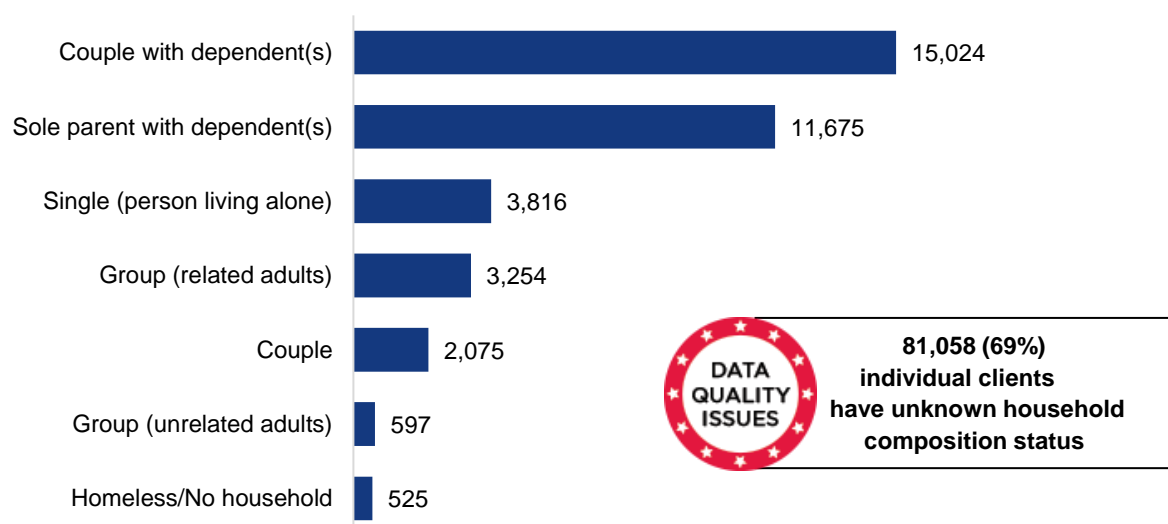
Remoteness area

Figure 3.2.9 shows where TEI clients live across NSW by remoteness area. Remoteness area divides Australia into 5 domains of remoteness as a measure of relative access to services. People who live in major cities are most likely to have access to the services they need. By comparison people who live in remote and very remote areas are less likely to have access to the services they need.

In 2020-21, 73% of individual clients were recorded as living in 'major cities'. These include, Sydney, Central Coast (Gosford), Newcastle, Tweed Heads and Wollongong.

Around 1% of individual clients lived in areas classified as remote and very remote, which include Bourke, Broken Hill, Walgett and Ivanhoe, for example. Although this is consistent with low populations in these areas, future annual and district reports will need to focus on the availability and accessibility of services to people living in these areas

Figure 3.2.9 Remoteness area of TEI individual clients
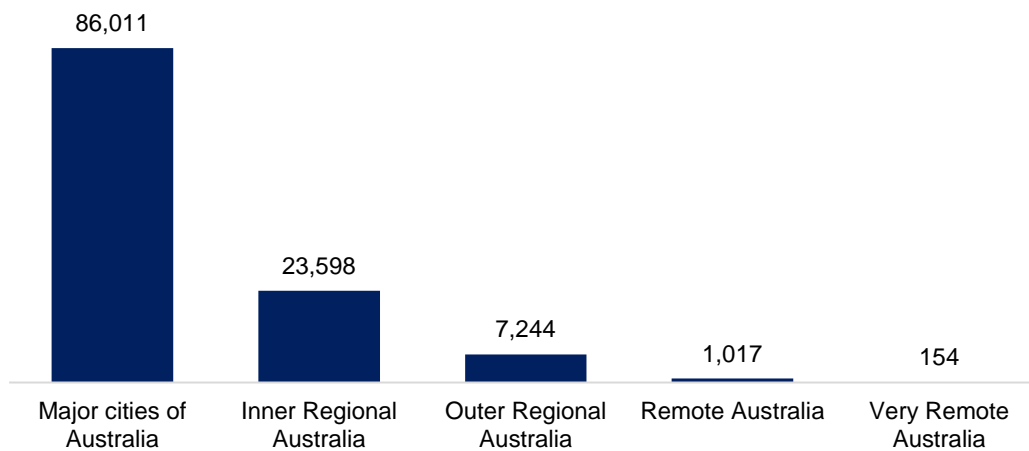
Box 3.2.1 Summary of TEI individual clients with unknown demographic characteristics

Individual clients where demographic characteristics are unknown

For some of the demographic characteristics listed, a large proportion of clients did not have their demographic information recorded. In some cases, this may indicate that clients are choosing not to disclose this information to service providers. Alternatively, it could also indicate that service providers are not collecting this information from clients and/or reporting it in the Data Exchange. For future reporting, it is anticipated that DCJ and service providers will work actively to minimise the number of individual clients for whom the data are unknown.

Characteristic	Number unknown	Percentage unknown
Gender	1,915	1.6%
People identifying as Aboriginal and/or Torres Strait Islander	15,564	13%
People living with a disability, impairment or condition	16,257	14%
Country of birth	7,312	6.2%
Language spoken at home	7,536	6.4%
Homelessness status	52,400	44%
Household composition	73,659	62%

3.3 Referral pathways

How do clients access the TEI program?

Figure 3.3.1 lists the referral sources recorded for TEI clients. The referral source is the person or agency responsible for referring a client to a TEI funded service or activity. This data helps us to understand the client pathways and access points into TEI services.

In 2020-21, internal referrals and self-referrals were the main ways individual clients accessed TEI services, together accounting for 46% of referrals where the referral source was known (referral source/s were recorded for 46% of clients).

Internal referrals mean a person was already engaged with a particular service provider who then recommended they participate in another activity delivered within the same organisation. A high number of internal referrals (23% of individual clients) may reflect the role of the TEI program as a soft entry point into the service system.

It is encouraging to also see a high proportion of self-referrals. This could reflect the extent to which TEI services are easy to find and access, and are known in their local communities.

Where a known referral was made by an agency or organisation, 30% of these were community services agencies, education agencies and health agencies, comprising. If data were complete, it may be possible that this reflects a level of connectedness between TEI service and the broader service system.

Referrals from family and friends (around 10% of referrals) also indicate the importance of the informal networks to help people to navigate the service system and know where to go for assistance.

Figure 3.3.1 Referral source for TEI individual clients

Referral source	Count
Internal	13,666
Self	13,627
Community services agency	8,022
Educational agency	6,941
Family	4,198
Health Agency	3,093
Other agency	2,999
Friends	2,383
Other party	704
Legal agency	386
Centrelink / DHS	276
NDIS referral	206
Employment/ job placement agency	183
General Medical Practitioner	145
LAC referral	71
Linkages Program	56
CoS Program	34
Humanitarian Settlement Program	10
My Aged Care Gateway	9
Lender/ Financial agency	4

DATA QUALITY ISSUES

66,456 (56%) individual clients have unknown referral source

Note: A referral source can be recorded for a single client multiple times.

Why do clients access the TEI program?

Individual clients access the TEI program for various reasons, as shown in Figure 3.3.2. The two most common reasons are family functioning and community participation.

Family functioning refers to the support children, young people and parents may need to improve their relationships at home, address conflict, improve communication and foster a loving and supportive home environment. In 2020-21, family functioning represented 29% of the primary reasons recorded for seeking assistance and 15% of the secondary reasons.

In 2020-21, community participation and networks were 17% of the primary reasons for seeking assistance for individual clients, and 16% of the secondary reasons. 'Community participation' refers to support needed to better engage with local community and to build a network of informal supports through family and friends.

Another common reason for seeking assistance was mental health, wellbeing and self-care. A goal of TEI services is to help support people experiencing mental health

issues and having trouble accessing the services they need, however this cannot be fully explored until data are more complete.

Figure 3.3.2 Reason for seeking assistance for TEI individual clients

Reason	Primary reason	Secondary reason	Total
Family Functioning	16,926	6,278	23,204
Community participation and networks	10,015	6,473	16,488
Age-appropriate development	7,712	4,839	12,551
Mental health, wellbeing and self-care	6,636	8,077	14,713
Education and skills training	5882	4222	10,104
Material wellbeing and basic necessities	3,857	2,041	5,898
Personal and family safety	2,867	3,546	6,413
Physical health	1,729	1,594	3,323
Financial resilience	1,715	1,816	3,531
Housing	1,396	1,300	2,696
Employment	514	1,254	1,768

■ Primary reason ■ Secondary reason

> 64,103 (54%) individual clients have unknown reason for seeking assistance.
>
> DATA QUALITY ISSUES

Note: Reason for seeking assistance can be recorded for a single client multiple times.

Referrals to other services

In the TEI program in 2020-21, TEI service providers recorded 16,524 referrals to other services/programs for individual clients, as shown in Of the TEI referrals recorded, around 35% were internal referrals and 65% were external referrals. Internal referrals are made to another activity offered within the same organisation. For example, a parent participating in a playgroup may be referred to a parenting group run by the same service provider. External referrals are made to activities provided by a different organisation. For example, a young person participating in an after-school program may be referred to counselling, run by a mental health practitioner.

The data reports reflect that TEI service providers are supporting clients to navigate the service system and advocating on their behalf.

Figure 3.3.3. Referrals are conducted when:

- a service provider doesn't have the necessary skills or capacity to meet a client's need
- a client might be better off receiving a different type of service
- a client wants additional services to meet their needs.

Of the TEI referrals recorded, around 35% were internal referrals and 65% were external referrals. Internal referrals are made to another activity offered within the same organisation. For example, a parent participating in a playgroup may be referred to a parenting group run by the same service provider. External referrals are made to activities provided by a different organisation. For example, a young person participating in an after-school program may be referred to counselling, run by a mental health practitioner.

The data reports reflect that TEI service providers are supporting clients to navigate the service system and advocating on their behalf.

Figure 3.3.3 Referrals recorded for individual clients in TEI program

Internal referrals
5,844
35%

External referrals
10,680
65%
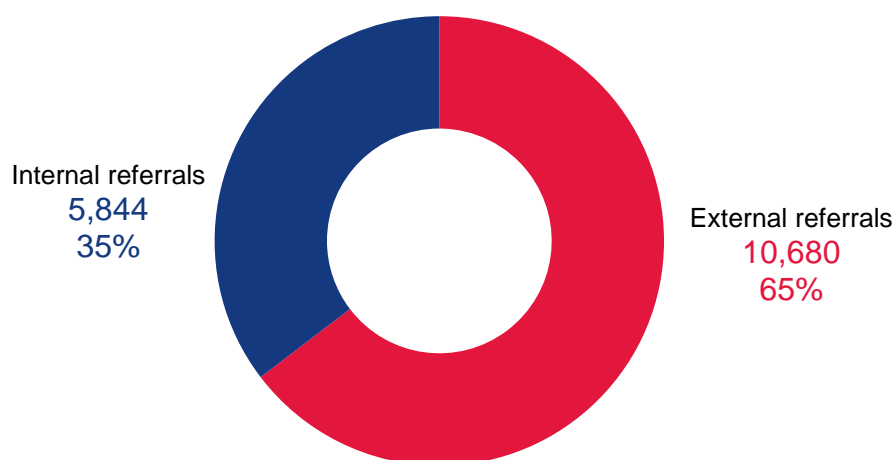
External referrals were most likely to be conducted for 'mental health, wellbeing and self-care' (3,644) or 'family functioning' (3,267) purposes (see Figure 3.3.4).

The fact that large groups of individual clients are coming into the TEI program with issues related to family functioning and mental health, and being referred to external organisations for the same reason requires further exploration in future reports. This data emphases the need to understand, maintain and strengthen clear pathways and enduring partnerships across the early intervention sector.

Internal referrals were most likely to be conducted for 'community participation and networks' (2,278) and 'material wellbeing and basic necessities' (1,506) (see Figure 3.3.4) which fits with expectations given the nature of TEI services.

Figure 3.3.4 Internal and external referrals out of the TEI program

Category	External Referrals	Internal Referrals	Total
Mental health, wellbeing and self-care	3,644	1,481	5,125
Family functioning	3,267	1,242	4,509
Community participation and networks	1,732	2,278	4,010
Material wellbeing and basic necessities	1,624	1,506	3,130
Age-appropriate development	1,656	869	2,525
Financial resilience	1,381	1,141	2,522
Education and skills training	1,308	1,057	2,365
Personal and family safety	1,237	739	1,976
Other	1,042	874	1,916
Physical health	1,057	436	1,493
Housing	1,136	337	1,473
Employment	441	154	595
Caring	283	216	499

■ External Referrals ■ Internal Referrals

4 Client and community outcomes

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

The TEI program client outcomes align with the NSW Human Services Outcomes Framework. There are nine high-level outcomes that capture what the TEI program aims to achieve for children, young people, families and communities in NSW (see Figure 4.1).

Figure 4.1 TEI Program Client Outcomes
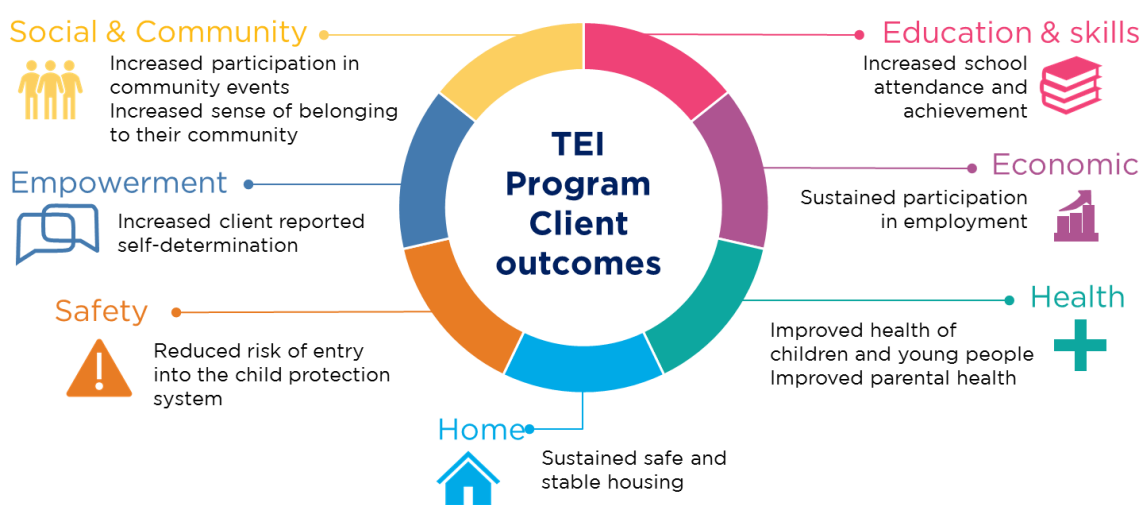
Services funded under the TEI program sit within a diverse and complex human services system. TEI services contribute to outcomes for the families and communities they serve in many different ways. Often, the changes seen in clients and communities are the result of a collective effort across many components of the service system. Future work will include better measuring of service system related outcomes achieved by TEI services, in addition to individual client and community outcomes.

To understand how each TEI service provider contributes to the TEI program client outcomes, DCJ requires TEI funded service providers to report client and community outcome data in the Data Exchange, using "SCORE". SCORE stands for 'Standard Client/Community Outcomes Reporting'. It is an outcome reporting tool that helps report the impact of service delivery. In the Data Exchange, there are four different types of SCORE:

- **Circumstances SCORE:** measures changes in client circumstances.
- **Goals SCORE:** measures progress in achieving specific goals.
- **Satisfaction SCORE:** measures client satisfaction.

- **Community SCORE:** measures changes for groups or communities.

Each type of SCORE has different domains that can be used to report client outcomes (see Table 4.1). Descriptions of these domains are in the Data Exchange Protocols. SCORE uses a 5-point rating scale to report outcomes. The scale varies for each type of SCORE. See Appendix E: SCORE for the full SCORE scales.

Table 4.1 SCORE domains

SCORE	Domains
Circumstances SCORE	• Physical health • Mental health, wellbeing and self-care • Personal and family safety • Age-appropriate development • Material wellbeing and necessities • Community Participation and Networks • Family Functioning Financial resilience • Employment • Education and Skills training • Housing
Goals SCORE	• Knowledge and access to information • Skills • Behaviours • Empowerment, choice and control to make own decisions • Engagement with support services • Impact of immediate crisis
Satisfaction SCORE	• The service listened to me and understood my issues • I am satisfied with the services I have received • I am better able to deal with the issues I sought help with
Community SCORE	• Group or community knowledge, skills, attitudes and behaviours • Organisational knowledge, skills and practices • Community infrastructure and networks • Social cohesion

> For more information about SCORE and how TEI funded service providers use it to report client and community outcomes see the TEI Data Collection and Reporting Guide.

Box 4.1 Incompleteness of SCORE data

Incompleteness of SCORE data - Individual clients for which SCORE data are unknown

As per the TEI Data Collection and Reporting guide, funded services should record Circumstances and/or Goals SCORE for at least 50% of their individual clients. This target has only been met for a small number of service types. Further, there are 16 more service types across five program activities where 15% or less of individual clients had their outcomes reported.

It is important to ensure client outcomes are being measured and reported across all relevant TEI funded services and across rural, remote and regional communities and major cities. The data suggest TEI funded service providers require further support to understand how to measure client outcomes and how to use SCORE.

With only 18%[11] of TEI clients with outcomes recorded, it is not possible to draw conclusions about the ability of the TEI program to help clients improve their circumstances and achieve their goals or to evaluate the TEI program to demonstrate the impact of TEI funded service providers.

(See also Figure 4.1.2 and Figure 4.1.3)

Data item	Number unknown	Percentage unknown
Circumstances SCORES	87,609	74%
Goals SCORES	89,555	76%
Satisfaction SCORES	94,472	80%

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[11] This has been calculated by dividing the total number of TEI individual clients with outcomes recorded (20,731) by the total number of TEI individual clients (118,024). Recorded outcomes could be either Goals, Circumstances or both, excluding Satisfaction.

4.1 Individual client outcomes

How many individual clients had outcomes recorded?

In the TEI program in 2020-21, 27% of all individual clients (31,384[12] individual clients) had at least one SCORE recorded.

Only a small proportion of clients have had Circumstances and Goals SCOREs reported. Circumstances SCOREs were recorded for only 14% of clients (16,247), as were Goals SCORE (16,459) (see Figure 4.1.1and Box 4.1). However, reporting of Satisfaction SCOREs was above the 10% requirement (20%).

Figure 4.1.1 Number of TEI individual clients with SCORE recorded

Circumstances SCORE

16,247 (14%) of individual clients assessed

14,168 (12%) of individual clients partially assessed

87,609 (74%) of individual clients NOT assessed

Goals SCORE

16,459 (14%) of individual clients assessed

12,010 (10%) of individual clients partially assessed

89,555 (76%) of individual clients NOT assessed

Satisfaction SCORE

23,552 (20%) of individual clients assessed

0 (0%) of individual clients partially assessed

94,472 (80%) of individual clients NOT assessed

The percentage of clients who have been assessed for Circumstances and/or Goals SCORE varies greatly across DCJ Districts

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[12] Unique individual clients with either a Circumstance, Goal and/or Satisfaction SCORE.

Figure 4.1.2 Number and percentage of TEI individual clients with SCORE recorded, per DCJ District (grouped by Cluster)

Map callouts:
- ☑ 8.6% / 🎯 7.6%
- ☑ 9.8% / 🎯 6.7%
- ☑ 7.8% / 🎯 6.7%
- ☑ 20% / 🎯 22%
- ☑ 16% / 🎯 14%
- ☑ 15% / 🎯 19%
- ☑ 9.9% / 🎯 8.1%

	Circumstances score						Goals Score					
	Assessed		Partially Assessed		Not assessed		Assessed		Partially Assessed		Not assessed	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Mid North Coast	224	4.5	385	7.8	4,323	88	186	3.8	263	5.3	4,483	91
New England	350	8.0	681	15	3,369	77	291	6.6	468	11	3,641	83
Northern NSW	622	14	729	16	3,170	70	572	13	519	11	3,430	76
Far West	63	14	121	26	275	60	15	3.3	42	9.2	402	88
Murrumbidgee	339	8.5	677	17	2,949	74	196	4.9	407	10	3,362	85
Western NSW	612	10	795	13	4,513	76	483	8.2	673	11	4,764	80
Central Coast	479	8.7	724	13	4,282	78	442	8.1	428	7.8	4,615	84
Hunter	508	7.0	863	12	5,866	81	415	5.7	770	11	6,052	84
Nepean Blue Mountains	933	13	915	13	5,223	74	978	14	592	8.4	5,501	78
Western Sydney	2,983	24	2,048	16	7,580	60	3,337	26	1,940	15	7,334	58
Northern Sydney	1,515	41	464	13	1,730	47	1,491	40	456	12	1,762	48
South Eastern Sydney	1,283	14	857	9.1	7,304	77	1,264	13	1,053	11	7,127	75
Sydney	1,318	11	752	6.2	10,138	83	798	6.5	615	5.0	10,795	88
South Western Sydney	4,152	15	3,175	11	20,374	74	5,289	19	2,704	9.8	19,708	71
Illawarra Shoalhaven	676	10	739	11	5,281	79	540	8.1	803	12	5,353	80
Southern NSW	209	9.3	301	13	1,736	77	188	8.4	315	14	1,743	78

49

Figure 4.1.3 Proportion of individual clients assessed for Circumstances and/or Goals SCORE per service type

Service types where no outcomes were recorded for individual clients	
Community Connections	**Community Supports**
Indigenous Community Engagement	Business Planning

Service types with 15% or less outcomes recorded for individual clients				
Community Connections	**Community Centres**	**Community Supports**	**Targeted Support**	**Intensive or Specialist Support**
Social participation: **15%**	Education & skills training: **13%**	Social participation: **15%**	Education & skills training: **13%**	Family capacity building: **13%**
Community sector coordination: **14%**	Social participation: **14%**	Information/ advice/referral: **9.2%**	Family capacity building: **12%**	Counselling: **9.9%**
Indigenous social participation: **9.2%**	Community Engagement: **4.6%**	Indigenous advocacy and support: **2.0%**	Indigenous social participation: **10%**	Education & skills training: **5.1%**
Information/ advice/referral: **12%**		Advocacy & Support: **10%**	Counselling: **5.9%**	Specialist support: **7.5%**
Community Sector Planning: **0.1%**		Facilitate employment pathways: **10%**	Information/ advice/referral: **8.1%**	Information/ advice/referral: **2.1%**
		Indigenous Healing Workshop: **6.1%**	Intake/ assessment: **6.3%**	
			Material aid: **7.6%**	
			Indigenous supported playgroups: **5.0%**	

Service types with 16-30% outcomes recorded for individual clients			
Community Connections	**Community Centres**	**Community Support**	**Intensive or Specialist Support**
Community Engagement: **23%**	Information/advice/referral: **18%**	Education & skills training: **25%**	Mentoring/Peer support: **20%**
Education & skills training: **30%**			Parenting programs: **28%**
			Supported Playgroups: **22%**

What outcomes did TEI individual clients achieve?

Despite the low percentage of clients who have outcomes recorded, there is sufficient data to begin to understand the potential impacts of the TEI program.

To the extent that data were recorded, overall, TEI services have had a positive impact on client outcomes (Appendix A, Table A-2). Refer to Box 1.1.1Box 3.1.2 for stream, program activity and the specific boxes in this section for relevant service type descriptions.

In order to highlight some of the key achievements in the program during the reporting period, the two service types with the largest numbers of individual clients with Circumstances and/or Goals SCOREs recorded have been identified for each **TEI program activity**. Outcomes and key findings for these service types are displayed in the section below. The featured service types are:

- **Community Connections:** Community Engagement, Social Participation
- **Community Centres:** Social Participation, Information/advice/referral
- **Community Support:** Education and Skills Training, Social Participation
- **Targeted Support:** Supported Playgroups, Parenting programs
- **Intensive and Specialist Support:** Family capacity building, counselling

For each program activity and service type featured, the main findings from the data are reported, with some preliminary findings which will be further investigated when the data recorded is more complete.

For each of the service types identified, the net shift in outcomes for the relevant reported outcomes domain is shown in parenthesis after the name, for example 'community participation and networks' (+2.5). This number in parentheses is the difference between the earliest score and the latest score for clients where at least two SCORES are recorded and able to be paired. (See Table 4.1.1 for summary SCORES and net changes between early and later scores).

The two service types chosen are those with good data quality (with high number of recorded SCOREs for individual clients). Within those service types, the outcomes domains having the highest data quality have then been selected. Some outcomes domains under particular service types may have higher shifts in outcomes, but were not chosen as there may have been a small number of TEI individual clients accessing the service, or the number of recorded SCOREs were low.

The main preliminary findings in the Community Strengthening stream include:

- Community members are being supported to connect with their community and build informal and formal support networks.
- Community engagement activities are supporting clients to improve their knowledge about services in their local community and their ability to engage with these services.
- Clients are also improving their knowledge and skills in relevant education and skills training.

The main preliminary findings in the Wellbeing and Safety stream include:

- Parents and families are improving their knowledge and skills through supported playgroups, parenting programs and family capacity building.
- Changes in people's behaviour suggest these short-term outcomes are likely to have impact beyond their experience with a service.
- Counselling services are also supporting clients to improve their mental health and to build the capacity of clients to deal with challenges they face.

Table 4.1.1 Recorded outcomes SCORES and net shift in outcomes

Community Strengthening Stream					
Program activity	**Service type**	**Outcomes domain**	**Average earliest SCORE**	**Average latest SCORE**	**Net shift in outcomes[13]**
Community Connections	**Community Engagement**	Changed knowledge and access to information	1.6	4.1	**+2.5**
		Community participation & networks	1.7	4.2	**+2.5**
		Engagement with relevant	1.8	3.8	**+2.0**

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[13] The net shift in outcomes is the average latest SCORE minus the average earliest SCORE. A positive shift in outcomes signifies an improvement in outcomes.

		support services			
	Social participation	Community participation & networks	3.3	4.2	**+0.9**
		Empowerment, choice and control to make own decisions	2.8	3.9	**+1.2**
		Engagement with relevant support services	2.1	3.8	**+1.7**
Community Centres	**Information/ advice/ referral**	Changed knowledge and access to information	1.5	3.6	**+2.0**
		Engagement with relevant support services	1.5	3.5	**+2.0**
	Social participation	Community participation & networks	2.6	4.3	**+1.7**
		Material wellbeing and basic necessities	2.2	3.3	**+1.1**
Community Support	**Education and Skills training**	Changed knowledge and access to information	2.0	3.8	**+1.7**
		Changed skills	2.2	3.8	**+1.6**
		Education and skills training	2.3	4.1	**+1.8**
	Social participation	Changed knowledge and access to information	2.2	4.0	**+1.7**

Program activity	Service type	Outcomes domain	Average earliest SCORE	Average Latest SCORE	Net shift in outcomes
		Changed skills	2.2	4.0	**+1.7**
		Community participation & networks	2.7	4.1	**+1.4**

Wellbeing and safety Stream					
Program activity	**Service type**	**Outcomes domain**	**Average earliest SCORE**	**Average Latest SCORE**	**Net shift in outcomes**
Targeted Support	**Parenting programs**	Age-appropriate development	3.3	3.8	**+0.6**
		Changed knowledge and access to information	2.5	4.1	**+1.6**
		Changed skills	2.4	3.9	**+1.5**
		Community participation & networks	2.7	3.9	**+1.2**
	Supported playgroups	Age-appropriate development	2.7	4.2	**+1.5**
		Changed knowledge and access to information	2.8	3.9	**+1.1**
		Changed skills	2.6	4.2	**+1.6**
		Community participation & networks	2.9	4.1	**+1.1**
Intensive or Specialist Support	**Counselling**	Empowerment, choice and control to make own decisions	3.2	3.8	**+0.6**
		Mental health, wellbeing and self-care	2.6	3.3	**+0.7**

Wellbeing and safety Stream					
Program activity	Service type	Outcomes domain	Average earliest SCORE	Average Latest SCORE	Net shift in outcomes
	Family Capacity Building	Changed behaviours	2.4	3.6	+1.2
		Changed knowledge and access to information	2.4	4.1	+1.7
		Family functioning	2.2	3.6	+1.4

Community Strengthening Stream

Program Activity 1: Community Connections

Box 4.1.1 Program activity and service type description – Community Connections

Program activity 1: Community Connections

These activities in the TEI program are successfully supporting community members to increase their knowledge about services in their community and to build their confidence and capacity to access the supports they need. These activities are also providing community members with opportunities to connect with other children, young people, parents and families to build their social networks. These social networks can, in turn, act as a protective factor for families. Parents and carers with a social network of supportive friends, family and neighbours have someone they can go to for advice or support when they need and, as such, often find it easier to address challenges they may face.

Service type	Description
Community Engagement	Community Engagement includes community events or festivals that aim to enhance social cohesion and bring community members together to connect them to their community and with local service provides. For example, pop up stalls, community BBQs, Christmas events.
Social Participation	Social Participation includes group activities that support community members actively participate in their communities. For example, community gardens, art and craft groups and youth groups.

Figure 4.1.4 Community engagement service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 1: Community Connections
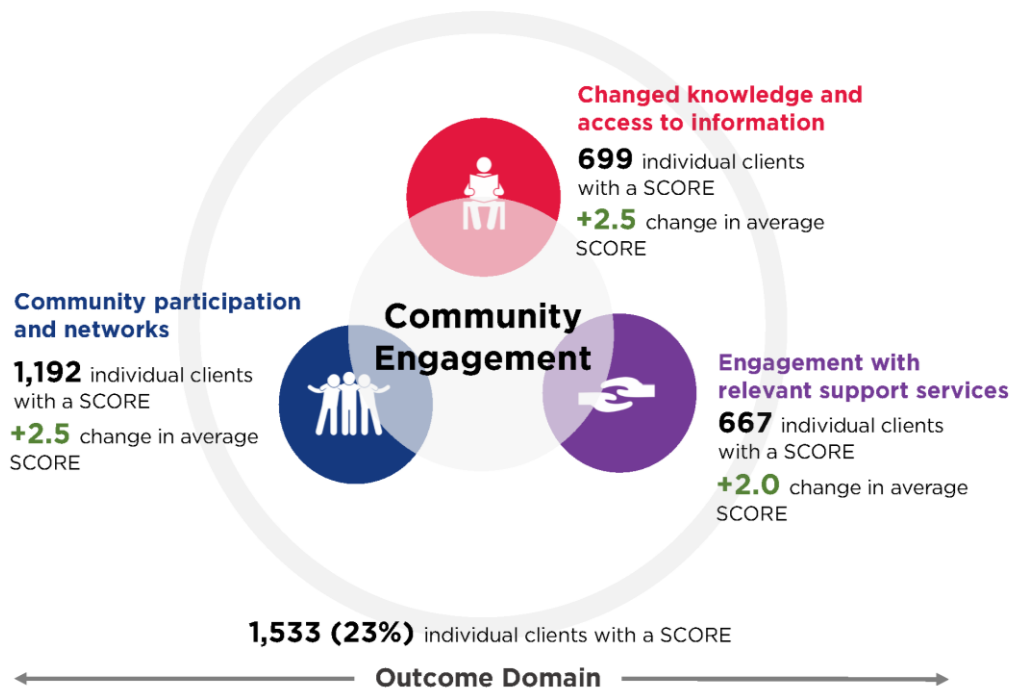
Under the program activity of community connections, within the service type of community engagement, 1,533 individual clients had SCOREs recorded across 17 domains. Key findings are:

- Activities designed to enable community engagement appear to be supporting people to participate in community life and connect with their local community (+2.5)[14].
- Community engagement activities are successfully supporting community members to not only increase their knowledge about services (+2.5)[15] in their community, but to also access them (+2.0)[16].

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[14] Positive net shift in outcomes for Community participation and networks domain. A positive shift in outcomes signifies an improvement in outcomes.

[15] Positive net shift in outcomes for Changed knowledge and access to information domain.

[16] Positive net shift in outcomes for Engagement with relevant support services domain.

Figure 4.1.5 Social participation service type: individual clients with recorded SCOREs and positive shifts in outcomes
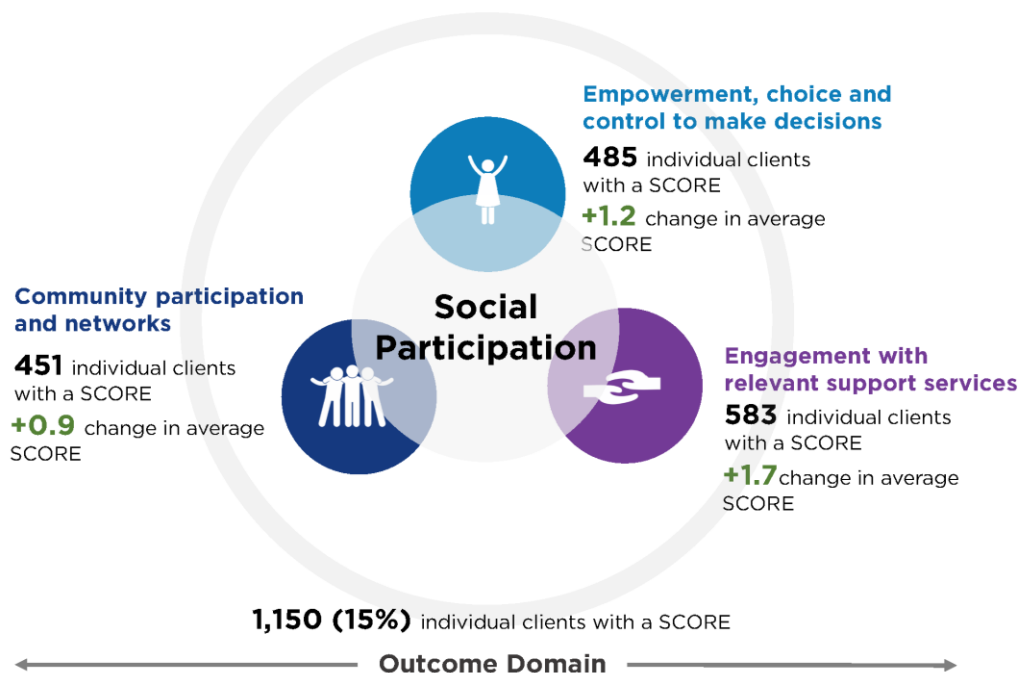
Under the service type of Social participation, 1,150 individual clients had SCOREs recorded. Key findings are:

- Activities designed to facilitate social participation are successfully supporting people to participate in their communities and build important networks (+0.9)[17].
- Social participation activities have a positive impact on clients' engagement with relevant support services (+1.7) and their sense of empowerment (+1.2)

Overall, the recorded outcome SCORES for Social participation suggest that community engagement and social participation activities support clients to develop informal and formal networks of support. These social networks can, in turn, potentially act as a protective factor for families.

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[17] Positive net shift in outcomes for Community participation and network domain

Program Activity 2: Community Centres

Box 4.1.2 Program activity and service type description – Community Centres

Program activity 2: Community Centres

Service type	Description
Information/advice/referral	Information/advice/referral is provided by community centres and includes the provision of standard advice, guidance or information for individuals and families relevant to their needs. It also includes referrals to other organisations, services or activities, where necessary.
Social Participation	Social participation activities are provided by community centres and give community members an opportunity to connect with others. This could include youth groups or parenting groups for example. This service type also includes providing community members with access to resources (e.g. access to computers, printers, WIFI, open pantries and food programs, books and game libraries, shower and laundry facilities, BBQ).

Figure 4.1.6 Information/advice/referral service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 2: Community Centres
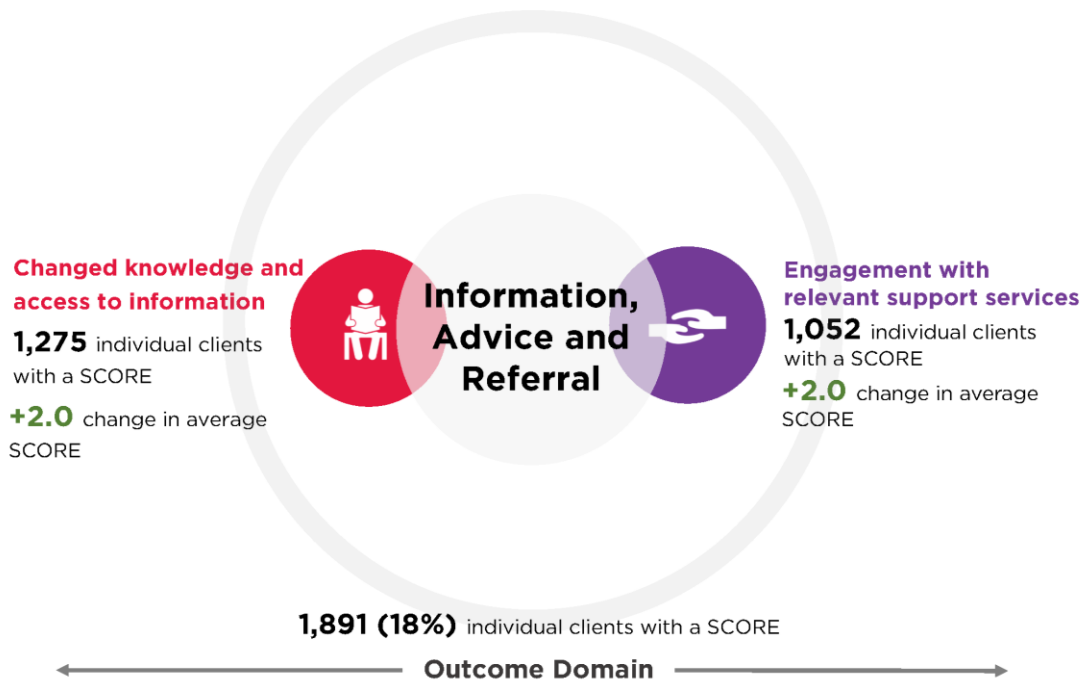
Under the service type of information/advice/referral, 1,891 individual clients had SCOREs recorded. The key findings are:
- Information and advice individual clients receive are useful (+2.0)[18].
- The support clients receive enables them to better engage and connect with other necessary services (+2.0)[19].

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[18] Positive net shift in outcomes for Information Advice and Referral domain
[19] Positive net shift in outcomes for Engagement with relevant support services domain

Figure 4.1.7 Community participation service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 2: Community Centres

Community participation and networks

522 individual clients with a SCORE

+1.7 change in average SCORE

Social Participation

Material wellbeing and basic necessities

320 individual clients with a SCORE

+1.1 change in average SCORE

1,344(14%) individual clients with a SCORE

Outcome Domain

Under the service type social participation, 1,344 individual clients had SCOREs recorded. The following are key findings:

- The social participation activities clients participate in at community centres are successfully supporting community members to connect with others (+1.7).
- Community centres are supporting clients to access the resources they need (+1.1).

Program Activity 3: Community Support

Box 4.1.3 Program activity and service type description – Community Support

Program activity 3: Community Support

Service type	Description
Education and skills training	Education and skills training includes activities that increase community members' knowledge, skills or experience. It could include budgeting workshops, cooking classes or vocational courses.
Social Participation	Social participation activities encourage community connectedness and foster social inclusion and participation. Activities under this service type could include: parenting groups, youth groups, in-school and after-school programs for children and young people, breakfast club, volunteer programs.

Figure 4.1.8 Education and skills training service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 3: Community Support
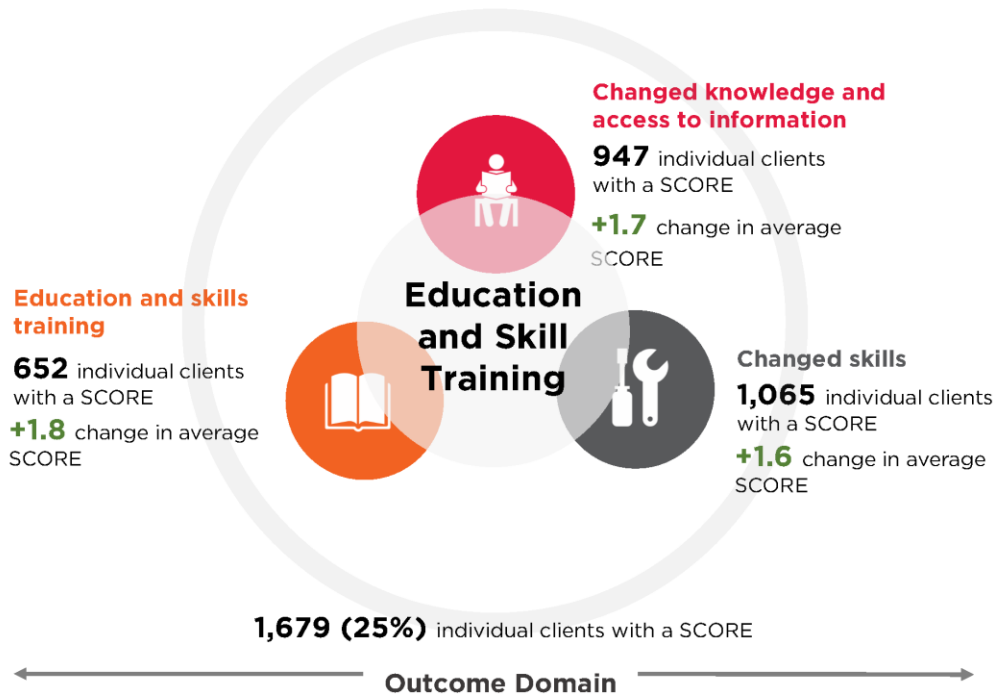
Under the service type education and skills training, 1,679 individual clients had SCOREs recorded. Key findings are:

- Education and skills training activities are improving client's ability to engage with education and skills training (+1.8).
- Education and skills training is supporting clients to improve their knowledge (+1.7) and skills (+1.6).

Figure 4.1.9 Social participation service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 3: Community Support

Changed knowledge and access to information
501 individual clients with a SCORE
+1.7 change in average SCORE

Community participation and networks
530 individual clients with a SCORE
+1.4 change in average SCORE

Social Participation

Changed skills
499 individual clients with a SCORE
+1.7 change in average SCORE

947 (15%) individual clients with a SCORE

← **Outcome Domain** →
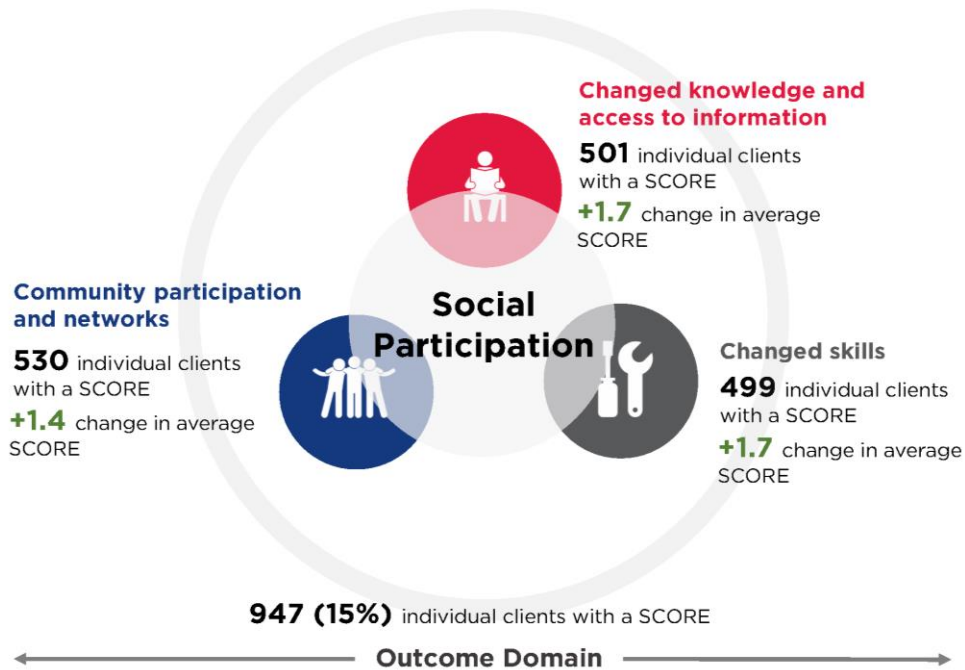
Under the service type social participation 947 individual clients had SCOREs recorded. Key highlights are:

- The social participation activities clients participate in are successfully supporting community members to connect with others (+1.4).
- Social participation activities are increasing relevant knowledge (+1.7) and skills (+1.7) for community members.

Wellbeing and Safety Stream

Program Activity 4: Targeted Support

Box 4.1.4 Program activity and service type description – Targeted Support

Program activity 4: Targeted Support

Service type	Description
Supported playgroups	Supported playgroups aim to provide parents with an opportunity to share experiences of parenting and to learn new parenting skills while being supported by workers. They also provide children with age-appropriate learning experiences and activities and opportunities to socialise and play in a structure environment. It should be noted that supported playgroups differ from playgroups as they are facilitated by a professional worker with qualifications or experience in early childhood.
Parenting programs	Parenting programs provide support specifically targeted at parent-child relationships and/or practical skill building for parents. Parenting programs are usually structured and delivered in a group or one to one setting. Some examples of parenting programs delivered in the TEI program include: 1, 2, 3 Magic, Circle of Security, Black Box Parenting, Tuning into Kids, Triple P.

Figure 4.1.10 Supported playgroups service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 4: Targeted Support

Age-appropriate development
2,237 individual clients with a SCORE
+1.5 change in average SCORE

Changed knowledge and access to information
1,051 individual clients with a SCORE
+1.1 change in average SCORE

Supported Playgroups

Community participation and networks
1,468 individual clients with a SCORE
+1.1 change in average SCORE

Changed skills
1,750 individual clients with a SCORE
+1.6 change in average SCORE

3,655 (22%) individual clients with a SCORE

← **Outcome Domain** →
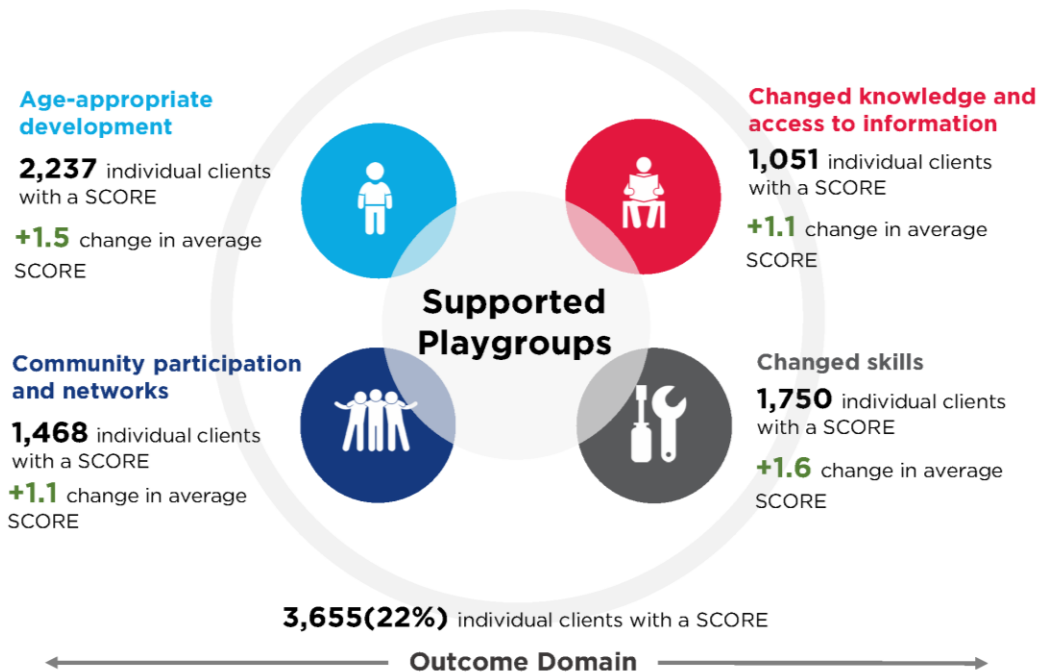
Under the service type supported playgroups, 3,655 individual clients had SCOREs recorded. The following are the key findings on supported playgroups:

- Have a positive impact on the developmental outcomes of young children (+1.5).
- Are supporting parents to connect with other families and build informal networks of support (+1.1).
- Have positive improvement on enhancing parenting skills (+1.6)
- Are supporting parents develop better insights in their child's development (+1.1)

One area of concern in interpreting the outcome data recorded during 2020-21 is that outcomes have been recorded in every SCORE domain for supported playgroups (see Appendix A, Figure A-8). For example, it is highly unlikely that supported playgroups are improving clients' employment and housing outcomes. Caution should be exercised when interpreting these results. TEI service providers will need to be provided with additional support to ensure the client outcomes they measure and report are accurate and meaningful.

Figure 4.1.11 Parenting programs service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 4: Targeted Support

Family functioning
1,351 individual clients with a SCORE
+1.4 change in average SCORE

Changed knowledge and access to information
1,317 individual clients with a SCORE
+1.6 change in average SCORE

Parenting Programs

Changed behaviours
1,074 individual clients with a SCORE
+1.5 change in average SCORE

Changed skills
1,461 individual clients with a SCORE
+1.5 change in average SCORE

1,935 (28%) individual clients with a SCORE

← **Outcome Domain** →
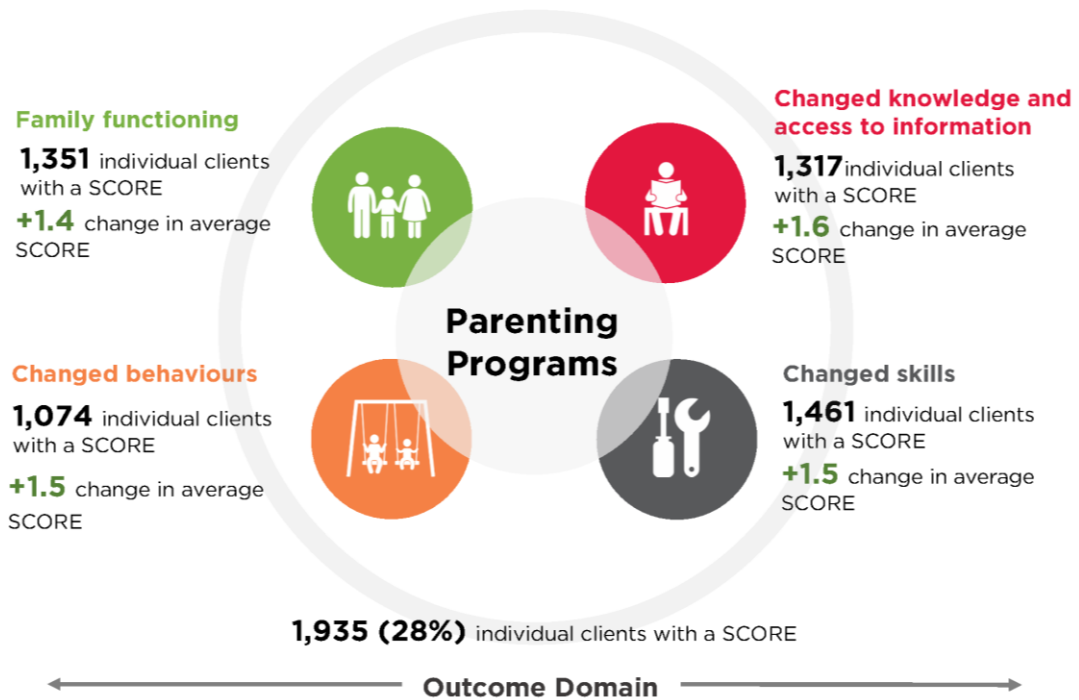
Under the parenting programs service type, 1,935 clients had SCOREs recorded. Outcome SCOREs appear to indicate that TEI parenting programs can support parents to not only improve their understanding of how to improve their relationships with their children and to create a healthy home environment, but to put what they've learnt into practice. The parenting programs conducted as part of the TEI program are having a positive impact on parent-child relationships (+1.4).

Program Activity 5: Intensive or specialist support

Box 4.1.5 Program activity and service type description – Intensive or specialist support

Program activity 5: Intensive and specialist support

Service type	Description
Family capacity building	Family capacity building typically involves case management. Intensive or specialist services are delivered directly to families to enhance parent-child relationships, increase family connectedness and reduce child distress.
Counselling	Counselling involves support provided by a qualified practitioner, such a psychologist or psychotherapist. Surprisingly, SCOREs have been recorded for all Circumstances and all Goal SCORE domains – although not for all clients.

Figure 4.1.12 Family capacity building service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 5: Intensive or Specialist Support

Changed knowledge and access to information
90 individual clients with a SCORE
+1.7 change in average SCORE

Family functioning
183 individual clients with a SCORE
+1.4 change in average SCORE

Family Capacity Building

Changed behaviours
79 individual clients with a SCORE
+1.2 change in average SCORE

230 (13%) individual clients with a SCORE

Outcome Domain
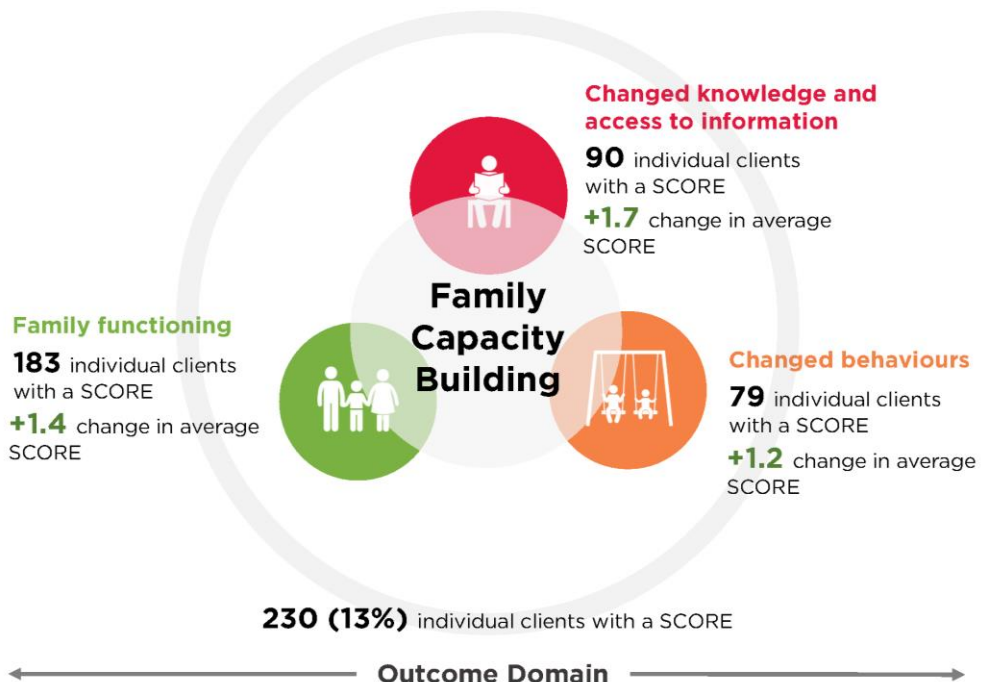
Under the service type family capacity building, 230 clients had SCOREs recorded. Family capacity building services in the TEI program appear to be having a positive impact on children, young people and families (+1.4). Further, these services appear to successfully improve parents' and carers' ability to not only understand how to build a safe and loving home (+1.7), but to put what they have learnt into practice (+1.2).

Figure 4.1.13 Counselling service type: individual clients with recorded SCOREs and positive shifts in outcomes

Program Activity 5: Intensive or Specialist Support

Mental health, wellbeing and self-care

97 individual clients with a SCORE

+0.7 change in average SCORE

Counselling

Empowerment, choice and control to make decisions

81 individual clients with a SCORE

+0.6 change in average SCORE

136 (9.9%) individual clients with a SCORE
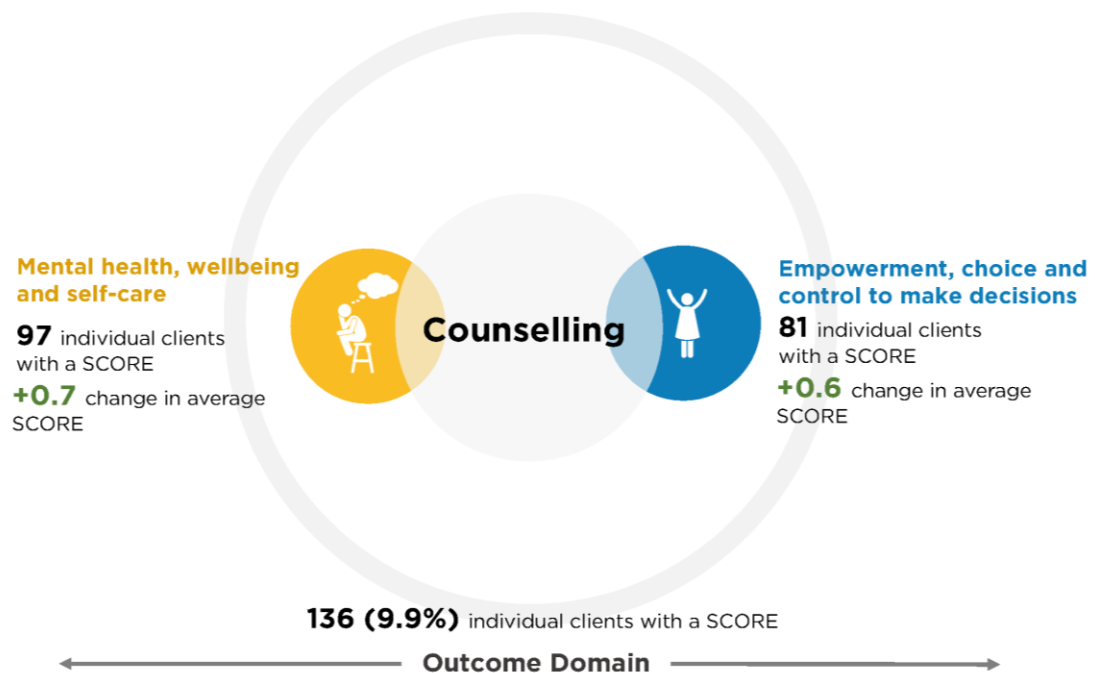
Outcome Domain

Under the counselling service type, 136 clients had SCOREs recorded across 17 outcome domains. The positive net shift in outcomes for counselling services are relatively small compared to other service types covered in this report. For instance, the two largest positive net shifts in outcomes are the 'mental health, wellbeing and self-care' domain (+0.7) and 'empowerment, choice and control to make own decisions' domain (+0.6).

The relatively small change in the improvement of these outcomes is expected for an intensive service that typically involves ongoing support provided over a long period of time. It can take time to achieve positive outcomes and shifts of +0.7 for mental health and +0.6 for empowerment are promising findings, indicating that the mental health needs of clients may be improving after accessing TEI program funded counselling services.

While these sample sizes are small, this data has the potential to demonstrate that the intensive and specialist services provided by the TEI program can positively impact client outcomes in key domains.

4.2 Client satisfaction

Individual clients who reported Satisfaction SCOREs

In the TEI program in 2020-21, Satisfaction SCOREs were reported for a total 23,552 individual clients, equating to 20% of all TEI individual clients. The percentage of clients with recorded Satisfaction SCOREs varies greatly across DCJ Districts. All Districts, but one, have met the 10% target set for the TEI program (see the TEI Data Collection and Reporting guide). Western Sydney District had the largest proportion of clients at 31%, followed by South Western Sydney District (24%) and Nepean Blue Mountains District (24%).

Conversely, this also means that satisfaction information has not been reported for 80% of TEI clients (94,467). This should be considered when reviewing the findings below.

Figure 4.2.1 Number and percentage of TEI individual clients with SCORE recorded, per DCJ District

	Satisfaction SCORE			
	Assessed		Not assessed	
	No.	%	No.	%
Mid North Coast	210	4.3	4,722	96
New England	567	13	3,833	87
Northern NSW	988	22	3,533	78
Far West	64	14	395	86
Murrumbidgee	538	14	3,427	86
Western NSW	901	15	5,019	85
Central Coast	642	12	4,843	88
Hunter	1,037	14	6,200	86
Nepean Blue Mountains	1,728	24	5,343	76
Western Sydney	3,887	31	8,724	69
Northern Sydney	691	19	3,018	81
South Eastern Sydney	2,197	23	7,247	77
Sydney	1,396	11	10,812	89
South Western Sydney	6,758	24	20,943	76
Illawarra Shoalhaven	1,581	24	5,115	76
Southern NSW	388	17	1,858	83

How satisfied are TEI clients with the services they received?

Three different measures are used to collect data on client satisfaction in the TEI program, based on self-reporting by the client on completion of an exit survey:

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

For each of these, the results are shown in Table 4.2.1.

Of the clients for whom satisfaction was recorded, 73% agreed that they were satisfied with the services they received in the TEI Program. Only 0.9% of clients were not satisfied ('disagree' and 'tend to disagree').

A majority of individual clients (72%) also reported they felt the service listened to them and understood their issues. Only 0.8% of clients felt this didn't occur.

Table 4.2.1 Number and % of individual clients satisfied with their TEI service

Satisfaction SCORE statement	1 Disagree	2 Tend to disagree	3 Neither agree or disagree	4 Tend to agree	5 Agree	Total
I am better able to deal with the issues I sought help with	1.4% (257)	1.0% (180)	13% (2,267)	25% (4,541)	60% (10,810)	100% (18,055)
I am satisfied with the services I have received	0.5% (113)	0.4% (94)	8.3% (1,942)	18% (4,271)	73% (17,079)	100% (23,499)
The service listened to me and understood my issues	0.4% (72)	0.4% (73)	9.4% (1,721)	18% (3,336)	72% (13,140)	100% (18,342)

Note: TEI clients can access multiple services. As such, Satisfaction SCORE can be recorded for a single client multiple times.

A majority of individual clients, 60%, also agreed that after receiving a TEI service, they felt better able to deal with the issues for which they sought help, while only 2.4% of clients disagreed or tended to disagree with this statement.

The potential of this data when more complete is very promising and highlights that a majority of TEI clients who provided survey responses were satisfied with the services they received, and found those services to be understanding and respectful and supportive in addressing the challenges they faced.

The percentage of satisfaction for individual clients for the specific services is illustrated in Figure 4.2.2. Given the number of streams, program activities and service types in the TEI Program, there is insufficient space to report the full range of findings. This report focuses on responses to the statement 'I am satisfied with the services I have received', and the three service types from each program activity that had the largest number of individual clients who responded to the satisfaction statement (see Table A-3 in Appendix A for a detailed table).

Across the five TEI program activities and the service types a majority (ranging between 51% to 91%) of TEI individual clients were satisfied with the services they received.

Community Strengthening

In Program Activity 1: Community Connections, client SCOREs reflected that:

- 78% were satisfied with their education and skills training
- 85% were satisfied with community engagement activities
- 55% were satisfied with their social participation activities.

In Program Activity 2: Community Centres, client SCOREs reflected that:

- 79% were satisfied with their community engagement activities
- 79% were satisfied with the information/advice/referrals they received
- 80% were satisfied with their social participation activities.

In Program Activity 3: Community Support, client SCOREs reflected that:

- 88% were satisfied with the advocacy/support they received
- 74% were satisfied with their education and skills training
- 66% were satisfied with their social participation activities.

Only a small minority of clients were dissatisfied. This was highest, at 1.4% for education and skills training, in Program Activity 3: Community Connections.

Figure 4.2.2 Percentage of individual clients satisfied with TEI services in Community Strengthening Stream, for select service types

Program Activity 1: Community Connections

Education and skills training
78%
Satisfied

Community engagement
85%
Satisfied

Social participation
55%
Satisfied

Program Activity 2: Community Centres

information/advice/ referrals
79%
Satisfied

Community engagement
79%
Satisfied

Social participation
80%
Satisfied

Program Activity 3: Community Support

advocacy/ support
88%
Satisfied

Education and skills training
74%
Satisfied

Social participation
66%
Satisfied

Wellbeing and Safety stream

In Program Activity 4: Targeted Support, client SCOREs reflected that:

- 80% who participated in supported playgroups were satisfied with the service
- 77% were satisfied with the parenting programs they received
- 70% were satisfied with the family capacity building they participated in

In Program Activity 5: Intensive or Specialist Support, client SCOREs reflected that:

- 91% were satisfied with the specialist support they received (note the small sample size of only 76 individual clients)
- 71% were satisfied with counselling services they received
- 51% were satisfied with the family capacity building they participated in

Figure 4.2.3 Percentage of individual clients satisfied with TEI services in Wellbeing and Safety Stream, for select service types

Program Activity 4: Targeted Support

Supported playgroups 80% Satisfied

Parenting programs 77% Satisfied

Family capacity capacity 70% Satisfied

Program Activity 5: Intensive or Specialist Support

Specialist support 91% Satisfied

Counselling services 71% Satisfied

Family capacity building 51% Satisfied
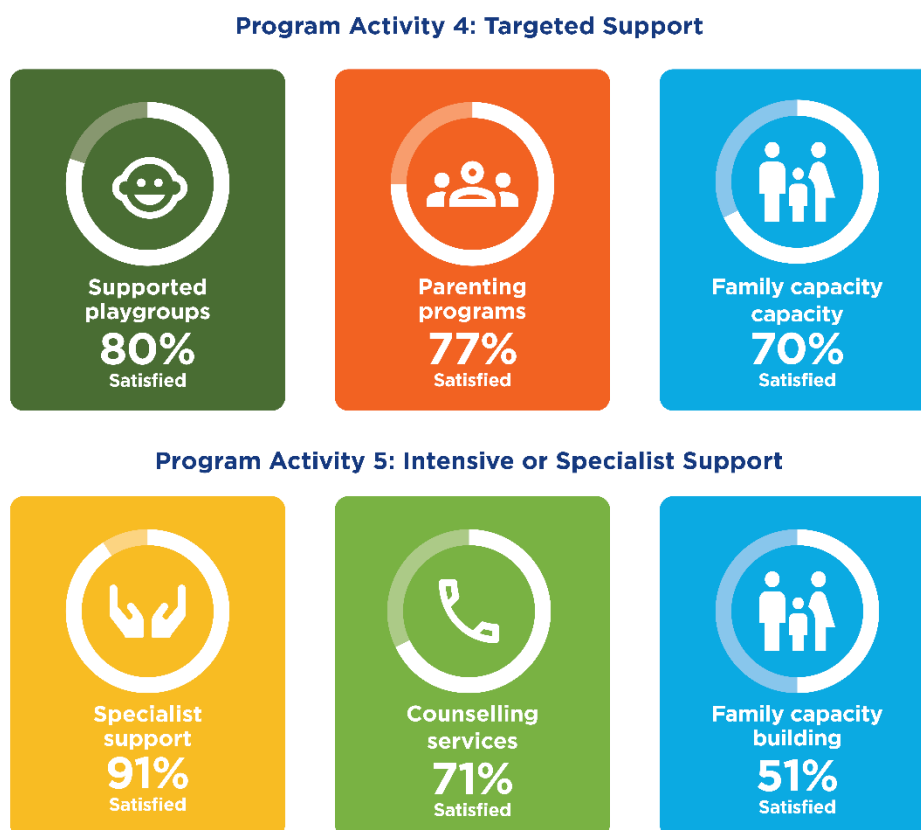
For a detailed breakdown of this data for each program activity is Appendix A, Table A-5.

4.3 Community-level outcomes

In the TEI program, service providers use Community SCORE to report collective outcomes for groups of clients.

There are four Community SCORE domains used in this report for these outcomes:

Group/community knowledge, skills, attitudes and behaviours: reports changes in the knowledge, skills, attitudes and/or behaviours of a group of people.
Organisational knowledge, skills and practices: report changes in the knowledge, skills or practices of other funded organisations. To report if those organisations are better able to meet the needs of their clients/communities.
Community infrastructure and networks: report changes in community infrastructure and networks (e.g. relationships between organisations). To report if those organisations are better able to meet the needs of their clients/communities.
Social cohesion: Report changes in social cohesion and community connectedness with the group/community.

Community SCORE uses a 5-point rating scale to report changes in these outcomes. Service providers administer surveys to groups of clients, or they conduct a practitioner assessment to determine where the group of clients sits on this scale.

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

In the TEI program, Community SCORE should only be used when:

- It is not possible or practical to record SCOREs for individual clients (e.g. at a one-off event, in a drop-in centre)
- It is not relevant to record SCOREs for individual clients (e.g. at an interagency meeting).

For more information see: [What is Community SCORE and how do I use it for the TEI program?](#)

What community level outcomes did the TEI program achieve?

In 2020-2021 in the TEI program, Community SCOREs were recorded for 9,190 sessions. The average Community SCORE for the entire TEI program was 3.6[20].

Due to the nature of TEI services, Community SCOREs are mostly reported for services in the Community Strengthening stream (this is further discussed at the end of this section). This report focuses on the three service types for each program within the Community Strengthening stream that had the largest number of sessions with a Community SCORE recorded (for full details, refer to Table A-6 and Table A-7, Appendix A).

In Program Activity 1: Community Connections, for each service type:

'social participation' – average community SCORE – 3.9

- 670 community SCOREs recorded
- All four domains scored, ranging from 3.8 to 4.0

'community engagement' – average community SCORE – 4.1

- 630 community SCOREs recorded
- All four domains scored, ranging from 4.0 to 4.3

'community sector coordination' - average community SCORE – 4.0

- 455 community SCOREs recorded
- All four domains scored, ranging from 4.0 to 4.2

The average scores indicate that service providers are contributing to positive changes, with the social cohesion domain having the highest average Community SCORE in all three service types.

In Program Activity 2: Community Centres,

'social participation' – average community SCORE – 4.0

- 1,100 community SCOREs recorded
- All four domains scored, with average SCOREs ranging from 3.8 to 4.2

'information/advice/referral' – average community SCORE – 3.4

- 963 community SCOREs recorded
- All four domains scored, with average SCOREs ranging from 3.2 to 3.8

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[20] The community session SCORE is treated as a stand-alone assessment and no pairing occurs. Only latest SCORE is included.

The average scores indicate that service providers are contributing to positive changes, although the lower scores for information/advice/referral support the need for further interrogation to understand client needs with respect to these service types and the extent to which practice can reflect that.

In Program Activity 3: Community Support

'social participation' – average community SCORE – 3.8

- 634 community SCOREs recorded
- All four domains scored, with average SCOREs ranging from 3.6 to 4.0

'education and skills training' – average community SCORE – 4.1

- 593 community SCOREs recorded
- All four domains scored, with average SCOREs ranging from 4.1 to 4.3

The average scores indicate that service providers are contributing to positive changes, and suggest direct support with education and skills is contributing towards significant changes for clients.

Overall, these findings seem to indicate that TEI service providers are producing positive outcomes for groups of TEI clients. However, caution should be exercised when interpreting this information. For example, outcomes have been recorded in all four Community SCORE domains for all service types which is unusual. See Section 5.6 Incorrectly recorded outcomes in every SCORE domain for further discussion. Further, while Community SCOREs are expected mostly for the Community Strengthening stream, some have also been recorded in the Wellbeing and Safety domain for activities that are typically not in a group setting (e.g. family capacity building, information/advice/referral/counselling).

Both of these anomalies indicate that TEI service providers need additional support to understand when and how to use Community SCORE.

Figure 4.3.1 Average Community SCOREs in the Community Strengthening stream

Program Activity 1: Community Connections

Social Participation
670 sessions with Community score
Average Community Score **3.9**

Community Engagement
630 sessions with Community score
Average Community Score **4.1**

Community Sector Coordination
455 sessions with Community score
Average Community Score **4.0**

Program Activity 2: Community Centre

Social Participation
1,100 sessions with Community score
Average Community Score **4.0**

Information/advice/referral
963 sessions with Community score
Average Community Score **3.4**

Community Engagement
229 sessions with Community score
Average Community Score **4.0**

Program Activity 3: Community Support

Social Participation
634 sessions with Community score
Average Community Score **3.8**

Education & Skills Training
593 sessions with Community score
Average Community Score **4.1**

Information/advice/referral
276 sessions with Community score
Average Community Score **4.1**

5 Data Quality – consistency, comparability and completeness

The goal for the TEI Program is to have high-quality data that is consistent, comparable and complete. When data correctly represent what is occurring in the TEI Program streams, program activities and service types, it will be a powerful tool for planning, decision making, advocacy and evaluation.

Reporting high-quality data enables DCJ and service providers to gain valuable insights into service delivery models and to better understand what works and what needs to be improved to achieve better outcomes for clients.

Data quality issues occur when data are missing, incorrect, inconsistent, or when they are not recorded in a timely manner. These issues severely limit the usefulness of data. As this is the first year of reporting in the TEI Program, and reporting only became mandatory on 1 January 2021, it cannot be expected that high quality data are available and complete at this point. However, the sooner data quality issues can be identified and addressed by DCJ and service providers, the sooner the significant benefits of high-quality data will be realised.

Six key data quality and compliance issues were identified that TEI funded services providers need to address:

1. Low-quality SLKs
2. Not stated or unknown client demographics
3. Sessions with one unidentified client
4. Too many unidentified group clients recorded
5. Unpaired SCOREs
6. Incorrectly recorded outcomes in every SCORE domain.

> For more information about how to check the quality of your organisations data see: Using Data in the TEI program

Box 5.1 Future opportunities for analysis dependent upon more complete data

Future opportunities for analysis dependent upon more complete data

It has been noted that high quality data is required to be able to make more conclusive statements about the benefit of the TEI program. Section 5 highlighted several opportunities for analysis which are impacted by incomplete data. Several of these are highlighted here.

Data category	Key information	Opportunities for analysis
Age	What support do different age groups receive	These data will illustrate the differential benefits of supports provided to children, parents and grandparents/carers by a service. It also allows the program to identify the targeted age groups and their journey through the TEI program.
Location and remoteness	All individual clients recorded	These data will help determine whether locational differences are based on differences in population size, or are indicative of clients' accessibility of the service. They also help understand demand for particular services by location.
Referrals	Benefits of referring clients to appropriate services	These data will help inform the business on clients' requirements of the program. These can be used to ensure that the appropriate services better suited to needs and requirements are available to TEI clients. The data also help determine clients' referral pathways and whether they are supported to navigate through the most suitable services according to their needs.

Importantly, these data inform our understanding of the critical relationships between services, throughout the services system, in order to better ensure these are easier to navigate and don't involve barriers to access. |

		Complete data and high-quality SLKs are critical if this is to happen effectively.
SCORES	Results recorded in unexpected domains	These data will help determine the benefits of a program in terms of the outcomes for clients, and accurate recording of results and pairing of SCORES is vital. Although unexpected results are valid, this can be explored further with service providers if data are complete and accurate.

5.1 Low-quality SLKs

An SLK is a 14-character algorithm generated from selected letters from a client's first and last name, gender, and date of birth, which allows de-identified data linkage. For example an SLK of 'MIHOH140219711' provides no independent means of identifying an individual client when used in place of the actual identifying information.

As long as a client's details are correctly included in a data source or multiple data sources, the SLK algorithm created will produce the same SLK. This allows the linkage of two or more records belonging to the same client without disclosing the client's identity. This enables linkage of data related to a client's journey through the service system without breaching requirements for client confidentiality and privacy. SLKs are vital to enable comprehensive evaluation of the TEI program and its broader service system impacts.

An SLK will be invalid if client details (name, date of birth and gender) are incorrect or incomplete. When SLKs are invalid, client records cannot be linked, and client details will not match when a client returns to the service or moves to another service.

Significantly it will not be possible to follow the client's journey over time which will limit understanding of how TEI service providers work together and within the service system more broadly. This will be critical in being able to determine whether the TEI Program is effective in supporting service system navigation.

In the TEI program in 2020-21, there were 118,024 individual clients. Of these clients, 29% had a low-quality SLKs (34,806)[21] i.e. client details are missing or

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[21] For the purpose of Annual Report, SLK compliance is attached to the session conducted date. This allows SLK analysis to be conducted on the TEI cohort who are reported in this report. This differs from SLK compliance rate from the DEX live environment, where SLK is attached to when the client's record is first created, which would include clients that have engaged in services outside 2020-21.

inaccurate for almost one third of all individual clients recorded. This will severely impact the comprehensive evaluation of the TEI program if not corrected.

The main cause of low quality SLK was the use of an estimated date of birth instead of the actual date of birth. Some 25% of individual clients only had estimated dates of birth (29,111). According to the data recorded, TEI services work with 1,059 individual clients who are over 110 years old. The use of pseudonyms was also common, with 12% of clients having a pseudonym recorded instead of their real name (14,119).

Figure 5.1.1 Low-quality SLKs and contributing factors for individual clients
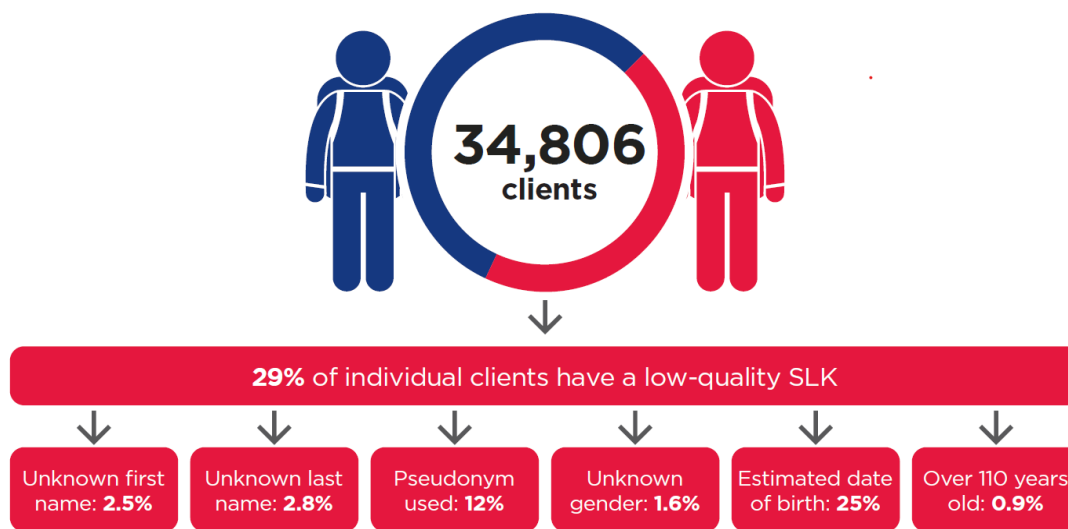
It is recognised that in the TEI program it is not always possible to obtain certain information. Some clients may not want to provide their personal details, and it is critical that clients are not reluctant to access nor denied services for this reason. However, wherever possible, TEI funded service providers should try to ensure as many client records as possible are accurate. TEI funded service providers are encouraged to set the following goals for their organisation:

- missing first name: <2%
- missing last name: <2%
- pseudonym:<10%
- gender not stated: <2%
- estimated date of birth: <10%
- over 110 years old: <1%

For more information about how to check the quality of your client's SLKs see: Using Data in the TEI program

5.2 Not stated or unknown client demographics

Demographic data is collected to help the program understand who clients are and what services they need, which is important information for service delivery planning. Demographic data is shown in this report as 'not stated' or 'unknown' if this information is not reported for clients.

'Not stated' or 'unknown' demographic data represents a lost opportunity to understand clients and their needs. If this information is not reported it makes it harder to show that the program is reaching key target groups. It also means the program may have insufficient information about the client's situation (e.g. disability, homelessness) to fully understand a client's needs.

In the TEI program in 2020-21, there were large numbers of clients for whom demographic information was missing (see Box 3.2.1). For example:

- Household composition - not recorded for 69% of individual clients (81,058)

- Homelessness status – unknown for 44% of individual clients (52,400)

- Disability - unknown for 14% of individual clients (16,257)

- Aboriginality and/or Torres Strait Islander status: not stated for 13% of individual clients (15,564).

This information is crucial to understanding who TEI program clients are and what services they need.

Figure 5.2.1 Not stated or unknown client demographics for individual clients[22]
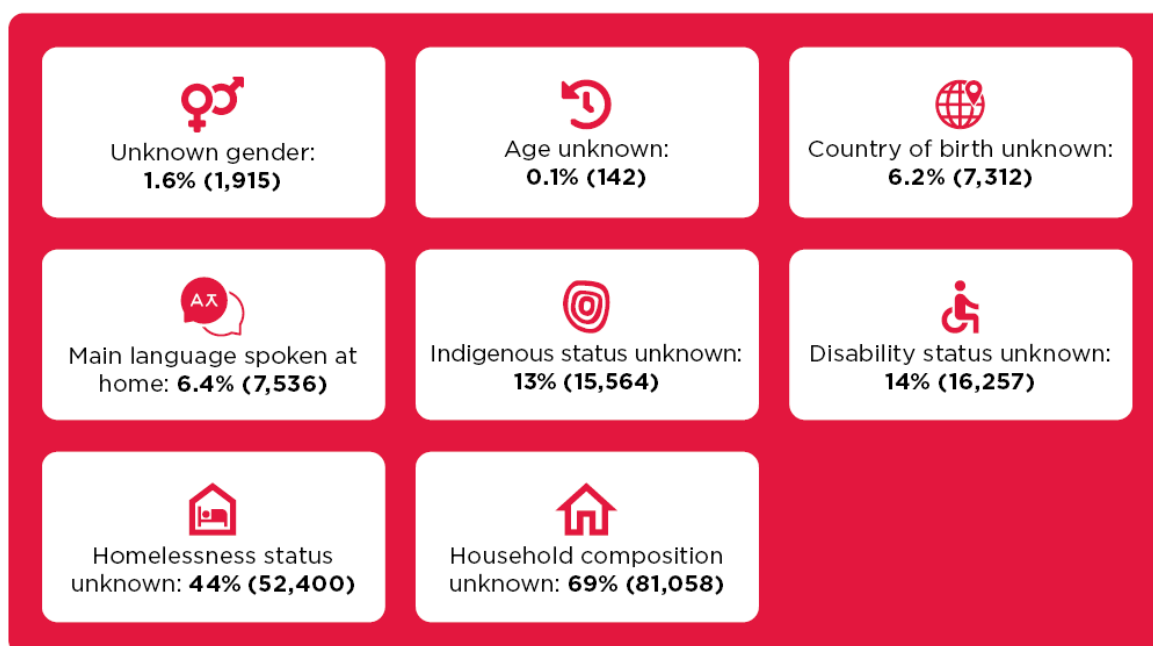
All of the above data items are mandatory in the TEI program. This means TEI service providers are required to ask clients to provide this information, recognising that it is always the client's choice as to what information they disclose.

Addressing data quality - Goals

TEI funded service providers are encouraged to set the following goals for their organisation:

- Not stated gender: <2%
- Unknown age: <2%
- Not stated country of birth: <5%
- Not stated indigenous status: <5%
- Not stated main language: <5%
- Not stated disability status: <5%
- Not stated homelessness status: <5%
- Not stated household composition: <5%

> For more information about how to check for missing or unknown client details in your organisation's data see: Using Data in the TEI program

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[22] Household composition and homelessness status data items will only be available if organisations have selected the "partnership approach". This is mandatory in TEI, however it must be selected by an organisation manually in setting up their system. This may explain why 'unknown' numbers are high. DCJ will be seeking further information about this and work with organisations to address as required.

5.3 Sessions with one unidentified client

In the TEI program in 2020-21, there were 34,506 sessions with one unidentified client recorded.

If a session only has one attendee, the client should be recorded as an individual client, not an unidentified client. This is because the service is meeting with the client one-on-one and as such, the client is known to the service provider and there would be a greater opportunity to ask a client intake questions, such as name, gender, date of birth and other demographic information.

This means there are potentially tens of thousands of clients for whom their demographic information and client outcomes could have been measured but have not been.

When clients are known to the organisation, but their details are not recorded, this represents a lost opportunity to include the client in the TEI dataset. It also means the Circumstance, Goals or Satisfaction SCORE for these clients cannot be recorded, and therefore, the impact of service delivery is not able to be reported, demonstrated and evaluated.

In the TEI program, it's not always possible to obtain information from clients. Some clients may refuse to provide information about themselves. For example, a client experiencing domestic violence may not wish to have any records kept about their involvement with the organisation. A client's wishes about what information is collected and stored must always be respected. However, over time, as the service provider develops its relationship with its client, the client may feel more comfortable disclosing this information. Service providers are encouraged to create a client record with the information they do have and update it over time as more information is provided.

> For more information about how to check for sessions with unidentified client in your organisation's data see: Using Data in the TEI program

5.4 Too many unidentified group clients recorded

Unidentified group clients should only be reported when it is not practical, possible or appropriate to collect individual client details. If too many unidentified clients are reported, this will impact the quality of the TEI data set. This is because demographic information or SCORE for unidentified group clients cannot be recorded. As such, it is not possible to understand who the clients are and what outcomes they've achieved.

In the TEI program, there are targets for each program activity around how many clients should be recorded as individual clients and how many should be recorded as unidentified group clients.

In the Community Strengthening stream it is expected that 50-75% of clients will be recorded as unidentified clients and the remaining will be individual clients. These targets recognise that due to the nature of many of the services delivered in this stream, it is not always possible to record client details.

Unfortunately, in the 2020-21 financial year, these targets were not met. Individual clients are largely under-represented in the Community Strengthening stream, as shown in Figure 5.4.1.

In Program Activity 1: Community Connections, the TEI program aims to have 25% of clients recorded as individual clients. In 2020-21, individual clients only made up 6.7% of the dataset.

In Program Activity 2: Community Centres, the program aims to have 50% of clients recorded as individual clients; only 6.0% were.

In Program Activity 3: Community Support, the target for individual clients is also 50%, and only 21% of clients were recorded as individual clients.

The targets in the Wellbeing and Safety stream were also not met, as shown in Figure 5.4.2.

In Program Activity 4: Targeted Support and Program Activity 5: Intensive or Specialist support, the TEI program aims to have 100 per cent of all clients recorded as individual clients. In Targeted Support only 52% of clients were individual clients. This did improve for Intensive or Specialist support, to 89%, but this falls short of the targets set. The high target set for this stream reflects the nature of the services delivered. They are typically ongoing, one-to-one or small group support where clients are known to the service. Therefore, it should be possible for service providers to record clients as individual clients.

Where clients do not consent to having their personal identifying information recorded, is important that services do not record them as unidentified clients, but

rather, untick the consent box recording the person as a de-identified clients in the DEX system.

Addressing these findings as soon as possible is a major goal for the TEI program. Such high levels of unidentified group clients limit the ability to understand who TEI providers work with and the client outcomes they achieve.

Figure 5.4.1 Reporting unidentified group clients and individual clients in the TEI program for Community Strengthening stream
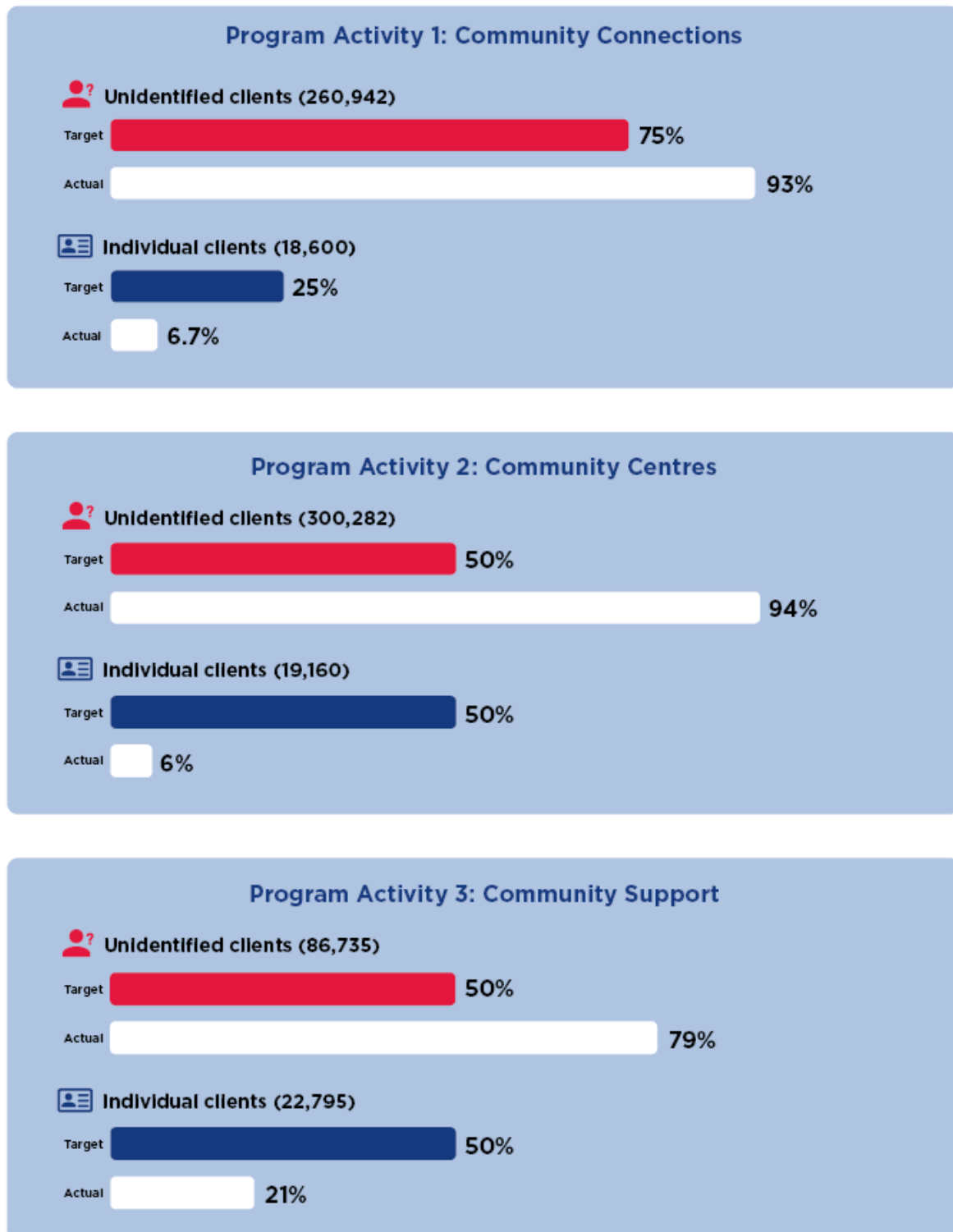
Program Activity 1: Community Connections

Unidentified clients (260,942)

Target — 75%

Actual — 93%

Individual clients (18,600)

Target — 25%

Actual — 6.7%

Program Activity 2: Community Centres

Unidentified clients (300,282)

Target — 50%

Actual — 94%

Individual clients (19,160)

Target — 50%

Actual — 6%

Program Activity 3: Community Support

Unidentified clients (86,735)

Target — 50%

Actual — 79%

Individual clients (22,795)

Target — 50%

Actual — 21%

Note: see the TEI Data Collection and Reporting guide for more information about the targets.

Figure 5.4.2 Reporting unidentified group clients and individual clients in the TEI program for Wellbeing and safety stream
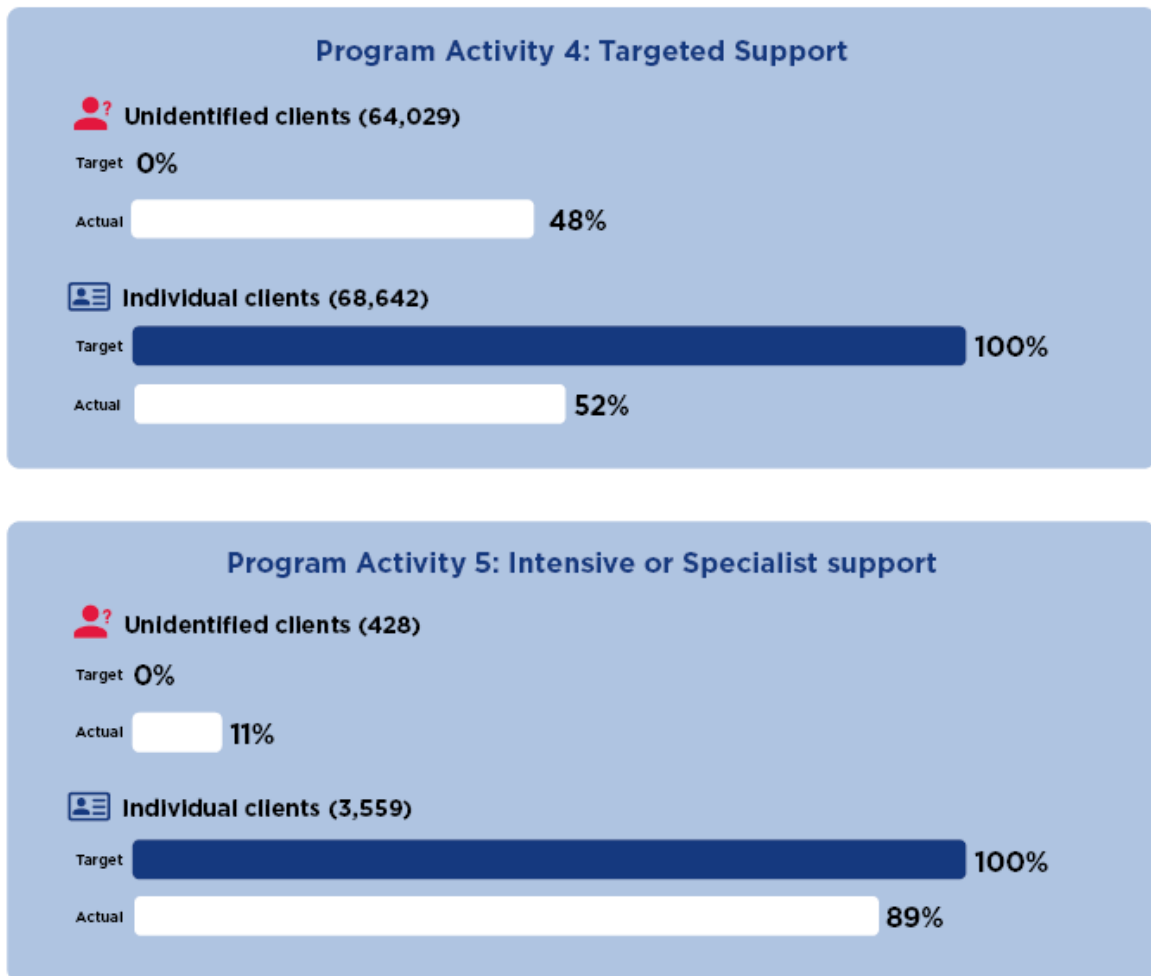
Program Activity 4: Targeted Support

● ? **Unidentified clients (64,029)**

Target **0%**

Actual **48%**

▣ **Individual clients (68,642)**

Target **100%**

Actual **52%**

Program Activity 5: Intensive or Specialist support

● ? **Unidentified clients (428)**

Target **0%**

Actual **11%**

▣ **Individual clients (3,559)**

Target **100%**

Actual **89%**

Note: see the TEI Data Collection and Reporting guide for more information about the targets.

5.5 Unpaired SCOREs

In the TEI program in 2020-21, there were 16,078 individual clients with unpaired SCOREs.

To understand the impact of the program activities and services delivered, client outcomes are required. To do this in the TEI program, service providers are required to conduct at least two SCORE assessments for individual clients. Then, the earliest SCORE and the latest SCORE are paired and assessed to see the extent of any changes that may have occurred, and to what extent.

For SCOREs to be paired, the following information must match:

- Client ID
- Program Activity
- Service Type
- Outcome type (Circumstances or Goals)
- Outcome domain (e.g. Physical health).

If SCOREs are not matched, clients will be recorded as only partially assessed. This means, service providers will not be able to demonstrate the impact of their services or the positive outcomes their clients might have achieved. The 2021-22 report will inform work to address this data quality issue.

TEI funded service providers need to ensure:

1. at least two SCORE assessments are conducted for Circumstances and/or Goals SCORE; and

2. the above information matches so that the earliest and latest SCOREs can be paired.

> For more information about how to check for unpaired SCORES in your organisations data see: Using Data in the TEI program

5.6 Incorrectly recorded outcomes in every SCORE domain

In the TEI program, SCOREs only need to be recorded in domains that are relevant to the type of service delivered.

If service providers record SCOREs in domains that are not relevant, the impact their service has on client outcomes will be misrepresented. It also means clients are being asked to answer questions and complete surveys unnecessarily.

In the TEI program in 2020-21, there are many examples of outcomes recorded in what appear to be irrelevant domains.

See for example, Figure 5.6.1 Program Activity 1: Community Connections - in the service type 'Information/Advice/Referral', outcomes have been recorded in *every* Circumstances and Goals SCORE domain.

It is highly unlikely that service providers are able to impact all of these different facets of wellbeing delivering such an activity (for example, providing a person with information/advice/referral will not improve their age-appropriate development). The service they are referred to could provide that service (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.

Figure 5.6.1 SCOREs recorded for individual clients for Information/advice/referrals, under Program Activity 1: Community Connections

Number of individual clients with SCOREs recorded
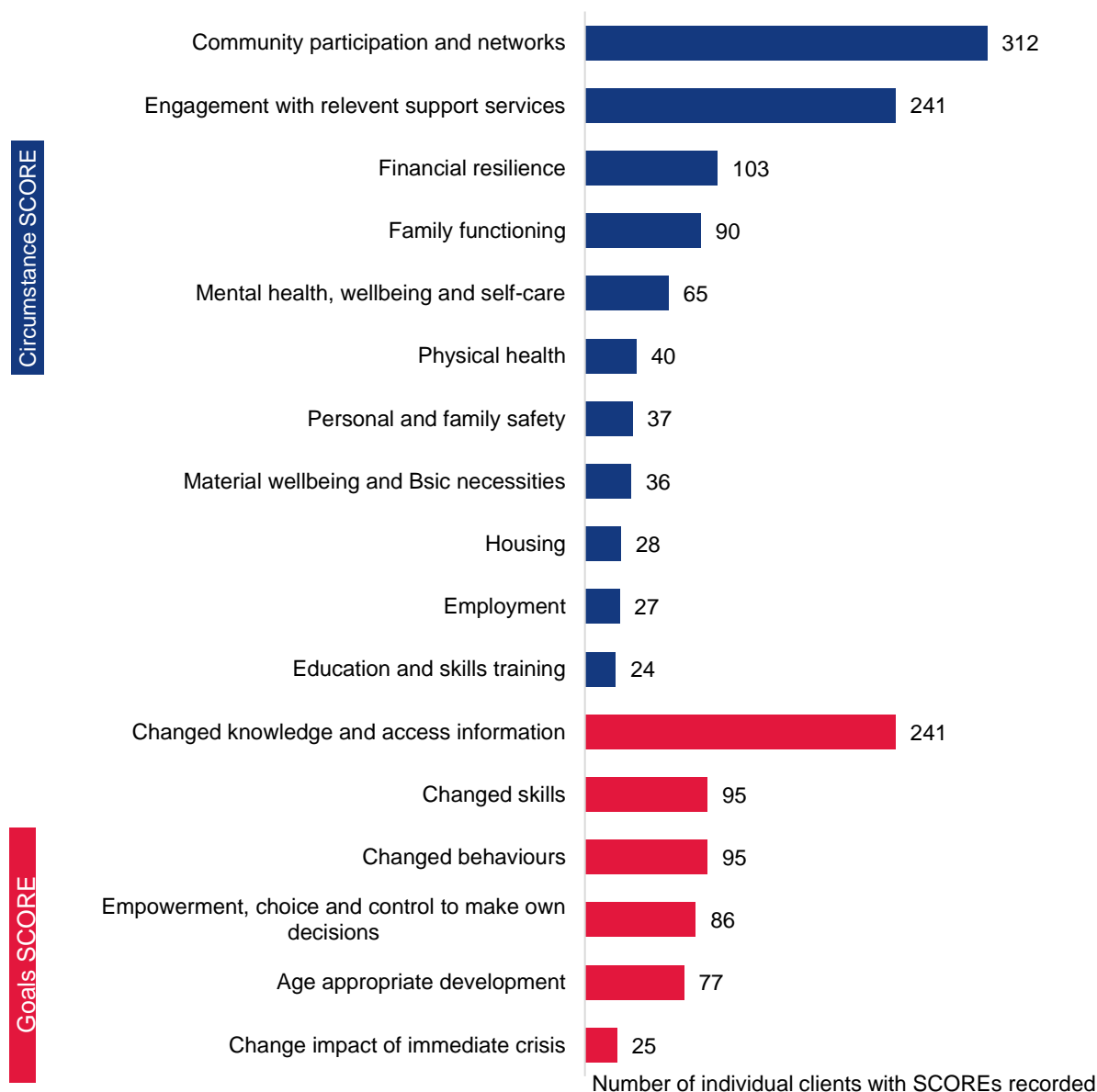
This issue was also prevalent among users of Community SCORE. See for example Figure 5.6.2. All four Community SCORE domains have been used to report outcomes for several different activities (e.g. social participation, community engagement). These activities are likely aimed at improving social cohesion and possibly even group/community knowledge, skills, attitudes or behaviours. However, it is unlikely that these same activities would also improve 'organisational knowledge, skills and practices'. This domain is used to measure changes in the staff of other funded organisations and if those organisations are better able to meet the needs of their clients and communities. It should not be used to report changes in community members who attend community events, for example.

Another example is the 'community infrastructure and networks' domain which is used to report changes in relationships between funded organisations, and if those organisations are better able to meet the needs of their client's and communities. It has been used incorrectly to report changes in community members who participate in recreational activities.

Figure 5.6.2 Example of Community SCOREs recorded Program Activity 1: Community Connections

Number of sessions with Community SCOREs - Social Participation

Number of sessions with Community SCOREs - Community Engagement
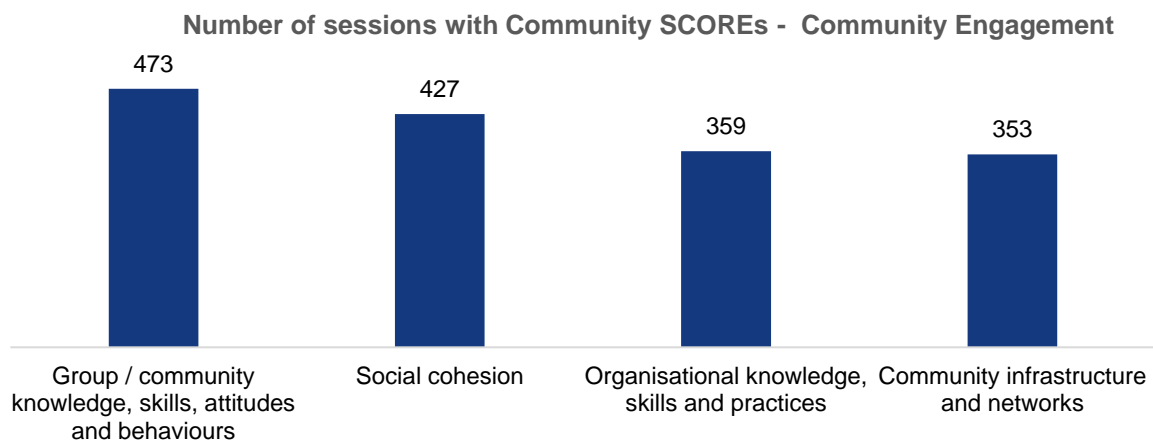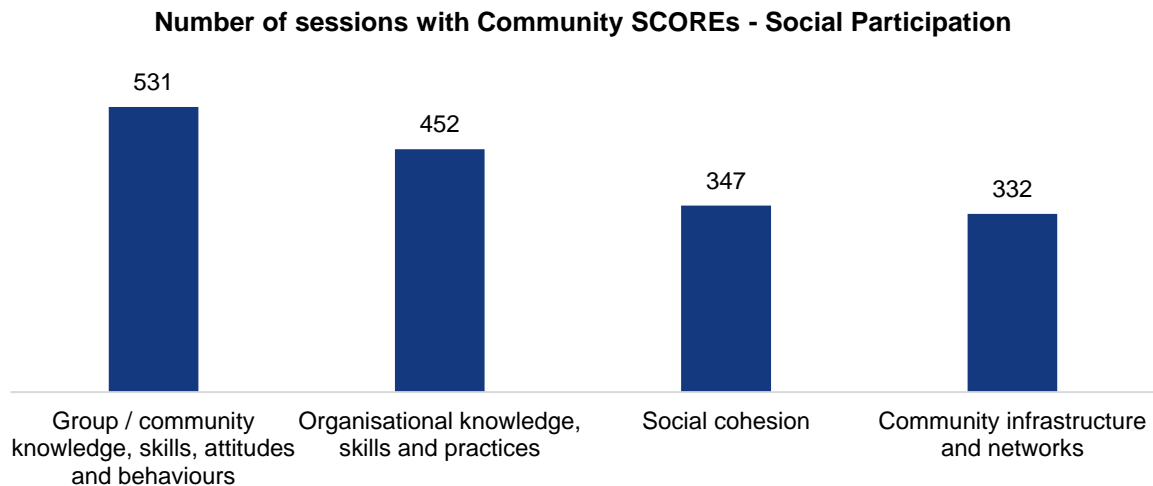
Service providers need to ensure that the outcomes they measure and record for their clients are meaningful and accurate. They do not need to report outcomes in every single SCORE domain. They should select the domains that are **most relevant** to the service being delivered.

Service providers are encouraged to review their program logics and develop an outcomes matrix to ensure the domains they use to report client outcomes accurately capture the changes that they expect to see in clients if their service is effective.

For more information about how to ensure the outcomes you measure and report are meaningful and accurate see: Using Data in the TEI program

Appendices

Appendix A: Additional data tables and graphs

Table A-1 Number of TEI clients per program activity and service type

TEI Program Activity	Service Type	Number of Individual clients	Number of Unidentified group clients	Number of sessions conducted	Average number of sessions per individual client
Community Connections	Community Engagement	6,813	71,427	3,381	2.6
	Community sector coordination	731	24,787	2,766	3.3
	Community sector planning	525	10,583	2,346	3.1
	Education & Skills Training	1,747	13,102	1,786	3.3
	Indigenous community engagement	397	15,120	360	1.8
	Indigenous social participation	699	10,903	770	3.1
	Information/advice/referral	3,391	60,252	2,844	2.1
	Social Participation	7,720	54,678	7,175	5.4
Total for Community Connections		18,600	260,942	21,428	4.3
Community Centres	Community Engagement	1,336	22,533	1,806	5.5
	Education and skills training	880	9,790	1,853	4.9

TEI Program Activity	Service Type	Number of Individual clients	Number of Unidentified group clients	Number of sessions conducted	Average number of sessions per individual client
	Information/advice/referral	10,371	155,205	17,108	2.5
	Social Participation	9,647	112,754	25,720	6.4
Total for Community Centres		19,160	300,282	46,487	5.2
Community Support	Advocacy/Support	6,376	14,934	10,871	3.3
	Business planning	26	205	44	1.2
	Education & Skills Training	6,761	22,228	9,746	5.6
	Facilitate employment pathways	972	1,711	2,008	4.9
	Indigenous advocacy and support	764	1,371	1,854	4.1
	Indigenous healing workshops	115	243	102	4.9
	Information/advice/referral	5,575	21,019	9,556	2.2
	Social Participation	6,413	25,024	8,168	6
Total for Community Support		22,795	86,735	42,349	5.2
	Counselling	9,724	1,075	24,334	2.7

TEI Program Activity	Service Type	Number of Individual clients	Number of Unidentified group clients	Number of sessions conducted	Average number of sessions per individual client
Targeted Support	Education and Skills Training	6,736	6,224	6,293	3.7
	Family Capacity Building	19,841	10,537	106,730	8.4
	Indigenous social participation	709	2,675	832	5.4
	Indigenous supported playgroups	865	598	1,255	6.7
	Information/advice/referral	17,474	20,700	50,180	3.8
	Intake/assessment	19,223	5,573	28,334	2
	Material aid	4,372	1,655	4,851	3.1
	Mentoring/peer support	4,341	4,215	11,797	5.9
	Parenting Programs	6,914	2,394	11,798	4.1
	Supported Playgroups	16,724	8,383	15,215	6.9
Total for Targeted Support		68,642	64,029	261,629	7.5
	Counselling	1,374	61	7,696	5.9
	Education and Skills Training	235	22	356	3.4

TEI Program Activity	Service Type	Number of Individual clients	Number of Unidentified group clients	Number of sessions conducted	Average number of sessions per individual client
Intensive and Specialist Support	Family Capacity Building	1,781	159	9,416	7.3
	Information/advice/referral	1,215	90	6,881	6.4
	Specialist Support	843	96	3,562	5.8
Total for Intensive and Specialist Support		3,559	428	27,911	9.7
Overall total for TEI program		118,024	712,416	399,804	7.2

Note: The number of individual clients does not add up to the total number of individual clients for the TEI program, or for program activity, as there are some clients who have received services across multiple service types and program activities.

Figure A-1 Age of individual clients in the TEI program

Age group	Percentage	Count
0-4	13%	15,923
5-9	6.7%	7,857
10-14	11%	13,384
15-19	9.6%	11,303
20-24	4.5%	5,328
25-29	6.0%	7,067
30-34	10%	11,374
35-39	9.3%	11,003
40-44	8.1%	9,616
45-49	5.1%	6,023
50-54	3.9%	4,658
55-59	2.5%	2,969
60-64	2.8%	3,268
65-69	2.0%	2,419
70-74	1.8%	2,168
75-79	1.1%	1,252
80-84	0.6%	767
85+	1.3%	1584
Unknown	0.1%	
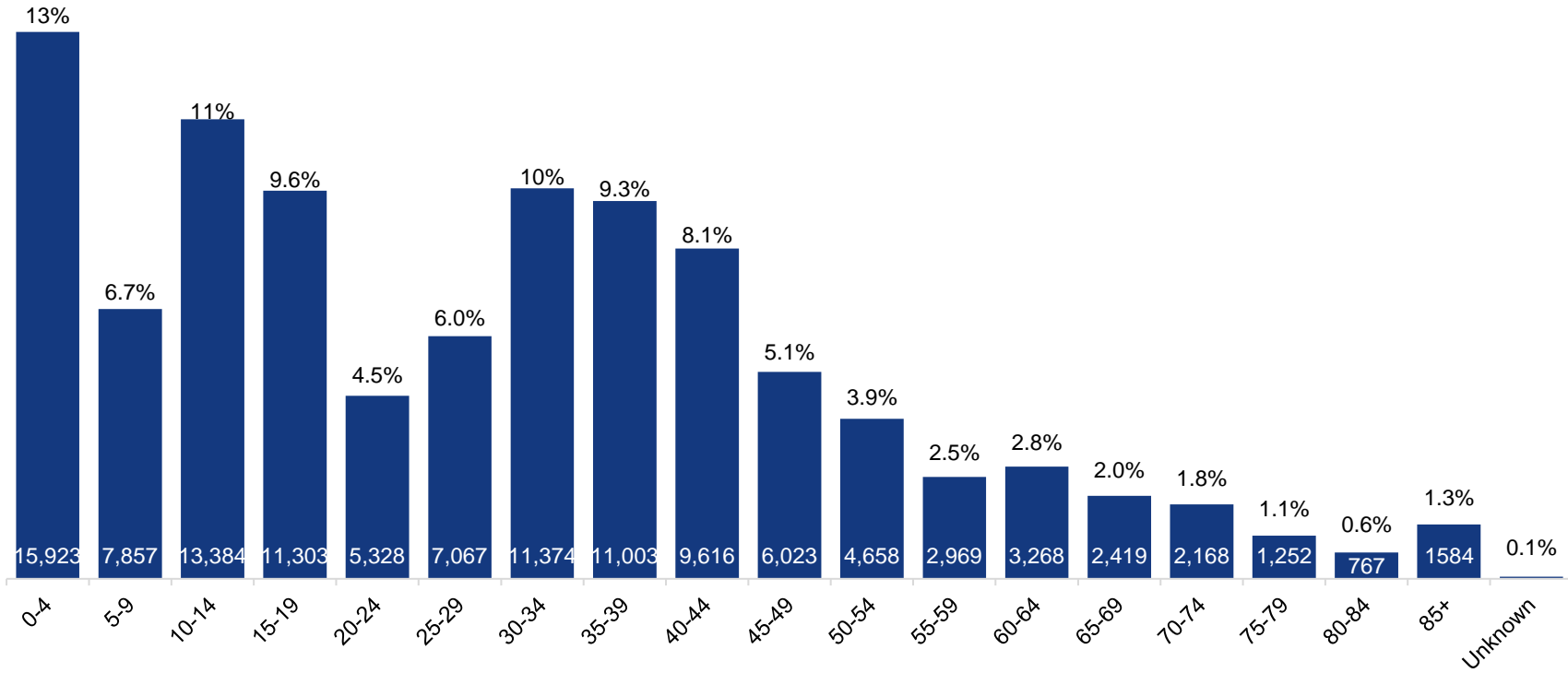
Table A-2 Number and percentage of TEI individual clients with Circumstances and Goals SCOREs recorded by DCJ District

DCJ District	Circumstances SCORE						Goals SCORE					
	Assessed		Partially Assessed		Not assessed		Assessed		Partially Assessed		Not assessed	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Central Coast	479	8.7%	724	13.2%	4,282	78.1%	442	8.1%	428	7.8%	4,615	84.1%
Far West	63	13.7%	121	26.4%	275	59.9%	15	3.3%	42	9.2%	402	87.6%
Hunter	508	7.0%	863	11.9%	5,866	81.1%	415	5.7%	770	10.6%	6,052	83.6%
Illawarra Shoalhaven	676	10.1%	739	11.0%	5,281	78.9%	540	8.1%	803	12.0%	5,353	79.9%
Mid North Coast	224	4.5%	385	7.8%	4,323	87.7%	186	3.8%	263	5.3%	4,483	90.9%
Murrumbidgee	339	8.5%	677	17.1%	2,949	74.4%	196	4.9%	407	10.3%	3,362	84.8%
Nepean Blue Mountains	933	13.2%	915	12.9%	5,223	73.9%	978	13.8%	592	8.4%	5,501	77.8%
New England	350	8.0%	681	15.5%	3,369	76.6%	291	6.6%	468	10.6%	3,641	82.8%
Northern NSW	622	13.8%	729	16.1%	3,170	70.1%	572	12.7%	519	11.5%	3,430	75.9%
Northern Sydney	1,515	40.8%	464	12.5%	1,730	46.6%	1,491	40.2%	456	12.3%	1,762	47.5%
South Eastern Sydney	1,283	13.6%	857	9.1%	7,304	77.3%	1,264	13.4%	1,053	11.1%	7,127	75.5%

DCJ District	Circumstances SCORE						Goals SCORE					
	Assessed		Partially Assessed		Not assessed		Assessed		Partially Assessed		Not assessed	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
South Western Sydney	4,152	15.0%	3,175	11.5%	20,374	73.5%	5,289	19.1%	2,704	9.8%	19,708	71.1%
Southern NSW	209	9.3%	301	13.4%	1,736	77.3%	188	8.4%	315	14.0%	1,743	77.6%
Sydney	1,318	10.8%	752	6.2%	10,138	83.0%	798	6.5%	615	5.0%	10,795	88.4%
Western NSW	612	10.3%	795	13.4%	4,513	76.2%	483	8.2%	673	11.4%	4,764	80.5%
Western Sydney	2,983	23.7%	2,048	16.2%	7,580	60.1%	3,337	26.5%	1,940	15.4%	7,334	58.2%

Table A-3 Number and % of individual clients assessed for Circumstances and/or Goals SCORE, per service type

TEI Program Activity	Service Type	No. of individual clients	Total no. of individual clients with Circumstances and/or Goals SCORE recorded	% of individual clients with Circumstances and/or Goals SCORE recorded
Community Connections	Community Engagement	6,813	1,533	22.5%
	Community sector planning	731	1	0.1%
	Community sector coordination	525	75	14.3%
	Education & Skills Training	1,747	523	29.9%
	Indigenous community engagement	397	0	0.0%
	Indigenous social participation	699	64	9.2%
	Information/advice/referral	3,391	421	12.4%
	Social Participation	7,720	1,150	14.9%
Community Centres	Community Engagement	1,336	62	4.6%
	Education and skills training	880	110	12.5%
	Information/advice/referral	10,371	1,891	18.2%

TEI Program Activity	Service Type	No. of individual clients	Total no. of individual clients with Circumstances and/or Goals SCORE recorded	% of individual clients with Circumstances and/or Goals SCORE recorded
	Social Participation	9,647	1,344	13.9%
Community Support	Advocacy/Support	6,376	662	10.4%
	Business planning	26	0	0.0%
	Education & Skills Training	6,761	1,679	24.8%
	Facilitate employment pathways	972	98	10.1%
	Indigenous advocacy and support	764	15	2.0%
	Indigenous healing workshops	115	7	6.1%
	Information/advice/referral	5,575	512	9.2%
	Social Participation	6,413	947	14.8%
Targeted Support	Counselling	9,724	576	5.9%
	Education and Skills Training	6,736	901	13.4%
	Family Capacity Building	19,841	2,422	12.2%
	Indigenous social participation	709	69	9.7%

TEI Program Activity	Service Type	No. of individual clients	Total no. of individual clients with Circumstances and/or Goals SCORE recorded	% of individual clients with Circumstances and/or Goals SCORE recorded
	Indigenous supported playgroups	865	43	5.0%
	Information/advice/referral	17,474	1,407	8.1%
	Intake/assessment	19,223	1,212	6.3%
	Material aid	4,372	331	7.6%
	Mentoring/peer support	4,341	870	20.0%
	Parenting Programs	6,914	1,935	28.0%
	Supported Playgroups	16,724	3,655	21.9%
Intensive and Specialist Support	Counselling	1,374	136	9.9%
	Education and Skills Training	235	12	5.1%
	Family Capacity Building	1,781	230	12.9%
	Information/advice/referral	1,215	26	2.1%
	Specialist Support	843	63	7.5%

Figure A-2 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Community Engagement, Community Connections

Community Connections

Community Engagement

Individual clients with Goals SCOREs

Goal	Number	Change in average SCORE
Changed behaviours	188	+2.4
Changed impact of immediate crisis	81	+0.8
Changed knowledge and access to information	699	+2.5
Changed skills	445	+2.7
Empowerment, choice and control to make own decisions	207	+1.9
Engagement with relevant support services	667	+2.0

Individual clients with Circumstances SCOREs

Circumstance	Number	Change in average SCORE
Age-appropriate development	38	+1.6
Community participation & networks	1192	+2.5
Education and skills training	10	+3.1
Employment	19	+1.1
Family functioning	48	+1.4
Financial resilience	19	+1.2
Housing	18	+1.0
Material wellbeing and basic necessities	21	+1.1
Mental health, wellbeing and self-care	150	+2.1
Personal and family safety	19	+1.0
Physical health	54	+2.2

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Figure A-3 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Social Participation, Community Connections

Community Connections

Social Participation

Individual clients with Goals SCOREs

Goal	Number	Change in average SCORE
Changed behaviours	200	+0.9
Changed impact of immediate crisis	52	+0.5
Changed knowledge and access to information	403	+1.4
Changed skills	409	+1.7
Empowerment, choice and control to make own decisions	485	+1.2
Engagement with relevant support services	583	+1.7

Individual clients with Circumstances SCOREs

Circumstance	Number	Change in average SCORE
Age-appropriate development	132	+1.2
Community participation & networks	451	+0.9
Education and skills training	78	+1.0
Employment	26	+0.9
Family functioning	80	+0.6
Financial resilience	26	+0.9
Housing	30	+1.3
Material wellbeing and basic necessities	92	+1.0
Mental health, wellbeing and self-care	219	+0.7
Personal and family safety	30	+1.4
Physical health	291	+1.4

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Figure A-4 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Social Participation, Community Centres

Community Centres

Social Participation

Individual clients with Goals SCOREs

	Number	Change in average SCORE
Changed behaviours	245	+2.2
Changed impact of immediate crisis	241	+1.5
Changed knowledge and access to information	398	+2.3
Changed skills	616	+2.4
Empowerment, choice and control to make own decisions	334	+2.2
Engagement with relevant support services	423	+2.3

Individual clients with Circumstances SCOREs

	Number	Change in average SCORE
Age-appropriate development	144	+0.5
Community participation & networks	522	+1.7
Education and skills training	213	+1.9
Employment	24	+1.0
Family functioning	87	+0.9
Financial resilience	12	+0.9
Housing	5	+0.5
Material wellbeing and basic necessities	320	+1.1
Mental health, wellbeing and self-care	221	+1.7
Personal and family safety	41	+0.5
Physical health	119	+2.1

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Figure A-5 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Information/advice/referral, Community Centres

Community Centres

Information/advice/referral

Individual clients with Goals SCOREs

Category	Number	Change in average SCORE
Changed behaviours	20	+1.8
Changed impact of immediate crisis	55	+1.5
Changed knowledge and access to information	1275	+2.0
Changed skills	95	+1.6
Empowerment, choice and control to make own decisions	149	+1.7
Engagement with relevant support services	1052	+2.0

Individual clients with Circumstances SCOREs

Category	Number	Change in average SCORE
Age-appropriate development	7	+0.6
Community participation & networks	219	+1.6
Education and skills training	95	+1.1
Employment	64	+0.8
Family functioning	70	+0.7
Financial resilience	282	+1.4
Housing	60	+0.3
Material wellbeing and basic necessities	186	+0.8
Mental health, wellbeing and self-care	96	+0.7
Personal and family safety	40	+0.3
Physical health	63	+0.3

Figure A-6 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Education and Skills, Community Support

Community Support

Education and Skills training

Individual clients with Goals SCOREs

		Change in average SCORE
Changed behaviours	672	+1.7
Changed impact of immediate crisis	244	+1.3
Changed knowledge and access to information	947	+1.7
Changed skills	1065	+1.6
Empowerment, choice and control to make own decisions	827	+1.7
Engagement with relevant support services	785	+1.8

Individual clients with Circumstances SCOREs

		Change in average SCORE
Age-appropriate development	349	+1.2
Community participation & networks	629	+1.1
Education and skills training	652	+1.8
Employment	347	+1.0
Family functioning	377	+1.2
Financial resilience	203	+0.7
Housing	172	+0.5
Material wellbeing and basic necessities	270	+0.7
Mental health, wellbeing and self-care	435	+1.2
Personal and family safety	298	+0.6
Physical health	292	+0.7

Figure A-7 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Social participation, Community Support

Community Support

Social participation

Individual clients with Goals SCOREs

	Number	Change in average SCORE
Changed behaviours	457	+1.6
Changed impact of immediate crisis	101	+0.8
Changed knowledge and access to information	501	+1.7
Changed skills	499	+1.7
Empowerment, choice and control to make own decisions	461	+1.4
Engagement with relevant support services	328	+1.6

Individual clients with Circumstances SCOREs

	Number	Change in average SCORE
Age-appropriate development	286	+1.1
Community participation & networks	530	+1.4
Education and skills training	134	+1.2
Employment	18	+0.9
Family functioning	103	+1.0
Financial resilience	13	+0.8
Housing	13	+0.8
Material wellbeing and basic necessities	48	+0.4
Mental health, wellbeing and self-care	187	+0.9
Personal and family safety	91	+1.7
Physical health	110	+1.7

Figure A-8 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Supported Playgroups, Targeted Support

Targeted Support

Supported playgroups

Individual clients with Goals SCOREs

Category	Number	Change in average SCORE
Changed behaviours	793	+0.9
Changed impact of immediate crisis	146	+0.6
Changed knowledge and access to information	1051	+1.1
Changed skills	1750	+1.6
Empowerment, choice and control to make own decisions	497	+0.4
Engagement with relevant support services	738	+0.9

Individual clients with Circumstances SCOREs

Category	Number	Change in average SCORE
Age-appropriate development	2237	+1.5
Community participation & networks	1468	+1.1
Education and skills training	222	+0.8
Employment	65	+0.7
Family functioning	498	+0.6
Financial resilience	62	+0.6
Housing	113	+0.3
Material wellbeing and basic necessities	134	+0.6
Mental health, wellbeing and self-care	337	+0.8
Personal and family safety	227	+0.7
Physical health	121	+0.4

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Figure A-9 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Parenting Programs, Targeted Support

Targeted Support

Parenting programs

Individual clients with Goals SCOREs

Category	Number	Change in average SCORE
Engagement with relevant support services	434	+1.1
Changed knowledge and access to information	1317	+1.6
Changed impact of immediate crisis	274	+0.9
Changed skills	1461	+1.5
Changed behaviours	1074	+1.5
Empowerment, choice and control to make own decisions	610	+1.0

Individual clients with Circumstances SCOREs

Category	Number	Change in average SCORE
Family functioning	1351	+1.4
Education and skills training	222	+1.6
Personal and family safety	802	+1.5
Community participation & networks	949	+1.2
Age-appropriate development	510	+0.6
Mental health, wellbeing and self-care	764	+1.5
Material wellbeing and basic necessities	118	+0.7
Physical health	104	+0.7
Financial resilience	99	+0.8
Housing	98	+0.6
Employment	66	+0.8

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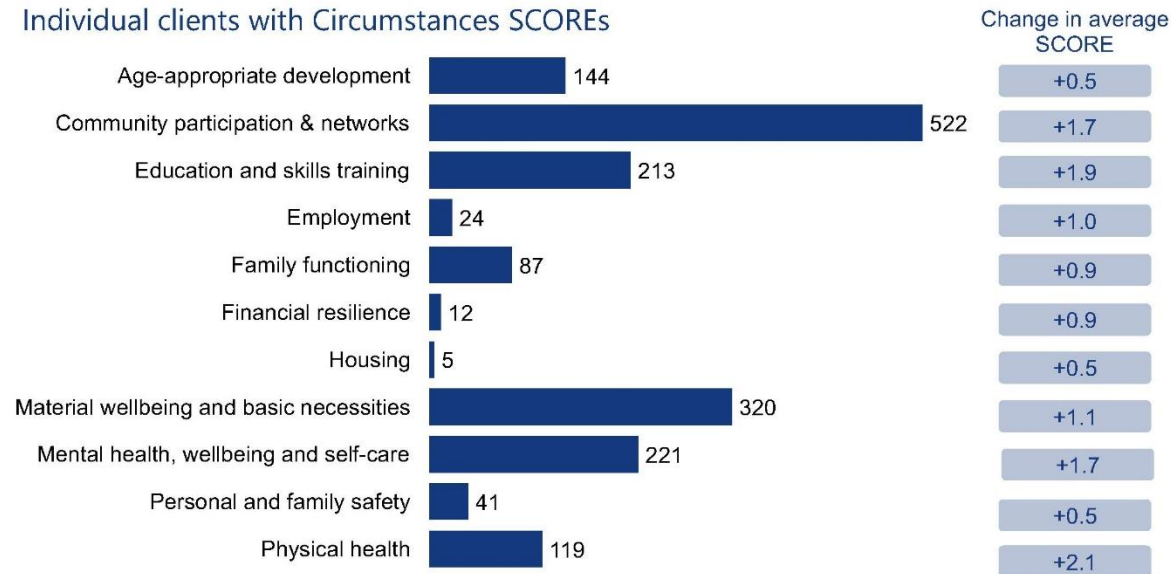**Figure A-10 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Family Capacity Building, Intensive Specialist Support**

Family Capacity Building

Intensive or Specialist Support

Individual clients with Goals SCOREs — Change in average SCORE

	Number	Change in average SCORE
Changed behaviours	79	+1.2
Changed impact of immediate crisis	64	+1.3
Changed knowledge and access to information	90	+1.7
Changed skills	64	+1.1
Empowerment, choice and control to make own decisions	77	+1.0
Engagement with relevant support services	66	+0.8

Individual clients with Circumstances SCOREs — Change in average SCORE

	Number	Change in average SCORE
Age-appropriate development	67	+0.7
Community participation & networks	63	+1.0
Education and skills training	18	+0.9
Employment	24	+0.5
Family functioning	183	+1.4
Financial resilience	33	+1.0
Housing	52	+0.7
Material wellbeing and basic necessities	35	+0.6
Mental health, wellbeing and self-care	116	+1.1
Personal and family safety	95	+0.8
Physical health	39	+0.5

Figure A-11 Number and change in average SCOREs of individual clients assessed for Circumstances and Goals SCORE for Counselling, Intensive Specialist Support

Intensive or Specialist Support

Counselling

Individual clients with Goals SCOREs

Category	Number	Change in average SCORE
Changed behaviours	56	+0.6
Changed impact of immediate crisis	36	+0.8
Changed knowledge and access to information	59	+1.0
Changed skills	35	+0.6
Empowerment, choice and control to make own decisions	81	+0.6
Engagement with relevant support services	33	+0.6

Individual clients with Circumstances SCOREs

Category	Number	Change in average SCORE
Age-appropriate development	12	-+0.1
Community participation & networks	32	+0.8
Education and skills training	4	+1.0
Employment	1	+3.0
Family functioning	45	+0.6
Financial resilience	2	+1.5
Housing	2	+0.0
Material wellbeing and basic necessities	6	+0.8
Mental health, wellbeing and self-care	97	+0.7
Personal and family safety	56	+1.0
Physical health	6	+0.5

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Table A-4 Number and percentage of TEI individual clients with Satisfaction SCOREs recorded by DCJ District

DCJ District	Satisfaction SCORE			
	Assessed		Not assessed	
	No.	%	No.	%
Central Coast	642	11.7%	4,843	88.3%
Far West	64	13.9%	395	86.1%
Hunter	1,037	14.3%	6,200	85.7%
Illawarra Shoalhaven	1,581	23.6%	5,115	76.4%
Mid North Coast	210	4.3%	4,722	95.7%
Murrumbidgee	538	13.6%	3,427	86.4%
Nepean Blue Mountains	1,728	24.4%	5,343	75.6%
New England	567	12.9%	3,833	87.1%
Northern NSW	988	21.9%	3,533	78.1%
Northern Sydney	691	18.6%	3,018	81.4%
South Eastern Sydney	2,197	23.3%	7,247	76.7%
South Western Sydney	6,758	24.4%	20,943	75.6%
Southern NSW	388	17.3%	1,858	82.7%
Sydney	1,396	11.4%	10,812	88.6%
Western NSW	901	15.2%	5,019	84.8%
Western Sydney	3,887	30.8%	8,724	69.2%

Table A-5 Number and percentage of individual clients satisfied with their TEI service – per select service types

TEI Program Activity	Service Type	I am satisfied with the services I have received					
		1 Disagree	2 Tend to disagree	3 Neither agree or disagree	4 Tend to agree	5 Agree	Total
		No. (%)					
Community Connections	Community Engagement	1 (0.1%)	0 (0.0%)	55 (4.6%)	129 (10.8%)	1,011 (84.5%)	100% (1,196)
	Education and Skills training	3 (0.5%)	6 (0.9%)	19 (3.0%)	115 (17.9%)	498 (77.7%)	100% (641)
	Social participation	0 (0.0%)	9 (0.6%)	244 (15.5%)	458 (29.0%)	867 (54.9%)	100% (1,578)
Community Centres	Community Engagement	0 (0.0%)	0 (0.0%)	1 (0.7%)	29 (20.7%)	110 (78.6%)	100% (140)
	Information/advice/referral	1 (0.1%)	1 (0.1%)	132 (9.5%)	152 (10.9%)	1,109 (79.5%)	100% (1,395)
	Social participation	3 (0.2%)	2 (0.1%)	61 (3.7%)	261 (15.8%)	1,327 (80.2%)	100% (1,654)

Community Support	Advocacy/Support	3 (0.3%)	0 (0.0%)	28 (2.6%)	95 (8.7%)	967 (88.5%)	100% (1,093)
	Education and Skills training	16 (0.9%)	5 (0.3%)	105 (6.2%)	310 (18.2%)	1,271 (74.5%)	100% (1,707)
	Social participation	4 (0.4%)	0 (0.0%)	118 (10.5%)	261 (23.2%)	741 (65.9%)	100% (1,124)
Targeted Support	Family Capacity Building	8 (0.3%)	10 (0.4%)	335 (11.9%)	493 (17.5%)	1,965 (69.9%)	100% (2,811)
	Parenting programs	2 (0.1%)	4 (0.3%)	90 (6.2%)	240 (16.4%)	1,123 (77.0%)	100% (1,459)
	Supported playgroups	27 (0.8%)	10 (0.3%)	200 (6.0%)	449 (13.4%)	2,661 (79.5%)	100% (3,347)
Intensive and Specialist Support	Counselling	2 (1.3%)	0 (0.0%)	6 (3.8%)	38 (24.1%)	112 (70.9%)	100% (158)
	Family Capacity Building	13 (4.1%)	17 (5.4%)	71 (22.4%)	53 (16.7%)	163 (51.4%)	100% (317)
	Specialist support	1 (1.3%)	0 (0.0%)	2 (2.6%)	4 (5.3%)	69 (90.8%)	100% (76)

Table A-6 Number of sessions with Community SCOREs and average Community SCORE

TEI Program Activity	Service Type	Total number of sessions	Total number of sessions with Community SCORE	Average Community SCORE
Community Connections	Community Engagement	3,381	630	4.1
	Community sector coordination	2,766	455	4.0
	Community sector planning	2,346	409	4.0
	Education & Skills Training	1,786	273	4.1
	Indigenous community engagement	360	47	3.9
	Indigenous social participation	770	86	4.4
	Information/advice/referral	2,844	352	3.9
	Social Participation	7,175	670	3.9
Community Centres	Community Engagement	1,806	229	4.0
	Education and skills training	1,853	147	4.2
	Information/advice/referral	17,108	963	3.4
	Social Participation	25,720	1,100	4.0

TEI Program Activity	Service Type	Total number of sessions	Total number of sessions with Community SCORE	Average Community SCORE
Community Support	Advocacy/Support	10,871	293	3.9
	Business planning	44	0	Not reported
	Education & Skills Training	9,746	593	4.1
	Facilitate employment pathways	2,008	86	3.8
	Indigenous advocacy and support	1,854	15	2.0
	Indigenous healing workshops	102	0	Not reported
	Information/advice/referral	9,556	276	4.1
	Social Participation	8,168	634	3.8
Targeted Support	Counselling	24,344	28	3.4
	Education and Skills Training	6,293	180	4.3
	Family Capacity Building	106,730	284	3.4
	Indigenous social participation	832	31	3.9
	Indigenous supported playgroups	1,255	72	4.1

TEI Program Activity	Service Type	Total number of sessions	Total number of sessions with Community SCORE	Average Community SCORE
	Information/advice/referral	50,180	253	3.4
	Intake/assessment	28,334	100	3.5
	Material aid	4,851	33	3.4
	Mentoring/peer support	11,797	212	3.8
	Parenting Programs	11,798	211	3.8
	Supported Playgroups	15,215	513	3.8
Intensive and Specialist Support	Counselling	7,696	6	4.8
	Education and Skills Training	356	4	3.3
	Family Capacity Building	9,416	0	Not reported
	Information/advice/referral	6,881	5	4.5
	Specialist Support	3,562	0	Not reported

Table A-7 Average Community SCOREs for select service types in the Community Strengthening stream, per Community SCORE domain

Program Activity	Service Type	Community SCORE Domain	Average Community SCORE
Community Connections	Community Engagement	Community Infrastructure and Networks	4.0
		Group/community knowledge, skills, attitudes and behaviours	4.0
		Organisational knowledge, skills and practices	4.0
		Social cohesion	4.3
	Community sector coordination	Community Infrastructure and Networks	4.0
		Group/community knowledge, skills, attitudes and behaviours	4.0
		Organisational knowledge, skills and practices	4.0
		Social cohesion	4.2
	Social Participation	Community Infrastructure and Networks	3.8
		Group/community knowledge, skills, attitudes and behaviours	3.8
		Organisational knowledge, skills and practices	3.9

Program Activity	Service Type	Community SCORE Domain	Average Community SCORE
		Social cohesion	4.0
Community Centres	Community Engagement	Community Infrastructure and Networks	3.8
		Group/community knowledge, skills, attitudes and behaviours	3.9
		Organisational knowledge, skills and practices	4.2
		Social cohesion	4.0
	Information/advice/referral	Community Infrastructure and Networks	3.6
		Group/community knowledge, skills, attitudes and behaviours	3.7
		Organisational knowledge, skills and practices	3.2
		Social cohesion	3.8
	Social Participation	Community Infrastructure and Networks	3.8
		Group/community knowledge, skills, attitudes and behaviours	3.8
		Organisational knowledge, skills and practices	4.0
		Social cohesion	4.2

Program Activity	Service Type	Community SCORE Domain	Average Community SCORE
Community Support	Education & Skills Training	Community Infrastructure and Networks	4.1
		Group/community knowledge, skills, attitudes and behaviours	4.1
		Organisational knowledge, skills and practices	4.1
		Social cohesion	4.3
	Information/advice/referral	Community Infrastructure and Networks	4.2
		Group/community knowledge, skills, attitudes and behaviours	4.4
		Organisational knowledge, skills and practices	3.8
		Social cohesion	4.3
	Social Participation	Community Infrastructure and Networks	3.6
		Group/community knowledge, skills, attitudes and behaviours	3.8
		Organisational knowledge, skills and practices	3.7
		Social cohesion	4.0

Appendix B: Glossary

Term	Definition
Activities	The specific services you deliver to a client (e.g. a playgroup, a school program, providing information and advice).
Cases	Cases act as containers. They link client and session data to location and program activity data.
Clients	A person who receives a service as part of a funded activity that is expected to lead to a measurable outcome.
Client record	A record in the Data Exchange for each individual client.
Data Exchange Reports	Online interactive pages of data. There are 9 different reports we can access that each contain different data.
Evaluation	A rigorous, systematic and objective process to assess the effectiveness, efficiency, appropriateness and sustainability of programs.
Individual clients	Clients who have a client record created for them in the Data Exchange. The client may be identified or de-identified.
In-house tools	Questionnaires and scales developed by practitioners within a specific service are called in-house tools. They may or may not be validated.
Monitoring	A process to periodically report against agreed service levels. Uses quantitative indicators to routinely measure the success of activities for clients.
	An app that is used to access the Data Exchange. myGovID is a digital identity.
Outcomes	The changes that occur for individuals, groups, families, or communities during or after an activity. Changes can include attitudes, values, or behaviours.
Outcomes matrix	A tool used to help providers identify the outcomes they want to achieve and how to measure them.
Outlets	The location services are delivered in.
Outputs	The direct and measurable products of an activity or service. For example: number of sessions run, and number of clients attended.
Partnership approach	An extended dataset that services providers can report. In return, they are given access to extra self-service reports.
Personal information	In the Data Exchange, personal information is a client's first and last name and their street-level address.

Term	Definition
Practitioner assessment	An assessment conducted by a practitioner or worker to determine a client's progress.
Priority requirements	A small set of mandatory data items.
Program activity	The Targeted Earlier Intervention program comprises five program activities: 1. develop community connections 2. provide a community centre 3. provide community support 4. provide targeted support 5. provide intensive or specialist support
Program stream	The Targeted Earlier Intervention program comprises two program streams. The program activities sit under this umbrella. The program streams are: 1. Community Strengthening stream 2. Wellbeing and Safety stream
Qualitative data	Methods used to gain descriptive data that contextualises outcomes and provides a narrative around quantitative data. Qualitative methods include focus groups, in-depth interviews or surveys. They may be administered to program staff, participants or other stakeholders.
Quantitative data	Quantitative methods analyse numerical data to give objective measurements. Data may be collected through polls and surveys, or by manipulating existing data.
RAM	RAM stands for Relationship Authorisation Manager (RAM). It is an Australian Government authorisation service that allows you to act on behalf of your organisation online. It allows you to manage your business authorisations in one place.
TEI Program Client Outcomes	9 high-level outcomes the entire TEI program is working towards.
TEI Minimum dataset	The minimum data that service providers must report in the Data Exchange.
SCORE	The Standard Client/Community Outcomes Reporting framework in the Data Exchange.
SCORE domains	Specific domains used to report outcomes.
SCORE type	Four different types of outcomes that can be reported in the Data Exchange: 1. Circumstances SCORE

Term	Definition
	2. Goals SCORE 3. Satisfaction SCORE 4. Community SCORE
Sector development activities	Activities conducted with other service providers that aim to improve their skills and capacity to meet client's needs.
Session	A session in the Data Exchange records what service was delivered and when, and which clients attended.
Service providers	Organisations funded by DCJ under the TEI Program.
Service types	The activities service providers undertake based on their program activity.
Unidentified group clients	Clients who participate in a TEI activity, but it is not possible to collect client's details and demographics.
Validated instruments	Recognised by the academic research community as a valid way to 'measure what it is supposed to measure'. E.g. a valid measure of client health and wellbeing. Validity is established through academic peer reviews of the instrument.

Appendix C: TEI Service Types

Table C-1 Program Activity 1: Community Connections

Service Type	Description
Community Engagement	Organise community events or festivals that are in line with TEI outcomes. This can only be counted if the service is responsible for organising and running the event. For example contributing resources, time and staff to organise it, not just participating or attending.
Community sector planning	Activities undertaken to assist organisations and community networks to plan and support their communities to achieve TEI outcomes. Examples include representation/advocacy, brokering partnerships, networking, information clearinghouse, research and evaluation, policy advice and professional development. Sector staff attending these activities may be recorded as an unidentified group or as individual clients.
Community sector coordination	Activities undertaken to support coordination and collaboration; strengthen organisational capacity of local TEI organisations. Examples include coordinating inter-agency activities (chairing, secretariat, venue, etc); backbone support to collective impact work; interdisciplinary place based projects; local consultation processes; coaching/mentoring; good governance; and being a conduit between NGOs, government, business and wider community. Sector staff attending these activities may be recorded as an unidentified group or as individual clients.
Education & Skills Training	Activities that increase the knowledge and skills of community organisations to strengthen social capital, local networks, social inclusion, and sense of belonging to different communities. Sector staff attending these activities may be recorded as either unidentified or individual clients.
Indigenous community engagement	Organise Aboriginal community events or festivals that support Aboriginal communities or community events promoting Aboriginal issues. This can only be counted if the service is responsible for organising and running the event. For example contributing resources, time and staff to organise it, not just participating or attending. If an event runs for 3 days, record one session for each day the event occurs, therefore 3 sessions would be recorded for this event.
Indigenous social participation	Initiate or facilitate activities for Aboriginal communities that are in line with TEI outcomes. This could include social, cultural, recreational, youth, art or language activities; workshops; or linking up members of a community around a shared issue, memorial days, reconciliation activities, erecting plaques or monuments.
Information/ advice/referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and

Service Type	Description
	partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Social Participation	Initiate or facilitate community activities that are in line with TEI outcomes. This could include social, cultural, recreational, youth activities, art or language activities; workshops; or linking up members of a community around a shared issue.

Table C-2 Program Activity 2: Community Centres

Service Type	Description
Community Engagement	Planning activities undertaken with community members to develop plans that would achieve the TEI outcomes. Examples could include: a child protection, housing, education, health or employment plan or a plan that addresses a number of these. Note: your service has to facilitate the sessions and write the plan to count this as an activity, not just participate in consultations run by other services. Plans should include the change that the community is trying to achieve and how this will be measured, including both short and medium/long term measurement. Each meeting held to discuss a plan would be counted as a session.
Education and skills training	Community centre activities that build the knowledge and skills of community members to better meet, interact and/or volunteer. These may include individualised, group based, or other client-centred approaches. Online activities can be recorded where specific workshops or modules are delivered to a group of individual clients
Information/ advice/referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Social Participation	Provide clients an opportunity to connect with others, such as a community centre, informal location, or online to achieve the TEI outcomes. Examples could include: providing a meeting space or hiring out rooms to functions or forums, parenting groups, youth groups, early childhood education, care or support, maternal and child health services, Aboriginal Elders, Men's and Women's Groups, Aboriginal enterprises; and/or providing access to internet and Wi-Fi; and/or equipment, such as toys, books and car seats. Count each occasion of service as a session. Providers should aim to collect individual client details for each participant/attendee where possible.

Table C-3 Program Activity 3: Community Support

Service Type	Description
Advocacy/Support	This could include advocating for, problem solving and being an intermediary for child/ren, young people, families and communities, to help and inspire people to find the support that's right for them.
Business planning	Initiate or support the development of Aboriginal led enterprises that are in line with the TEI outcomes. Examples could include: a social enterprise run by Aboriginal people which produces and sells Aboriginal art or bush tucker for profit. Count each planning meeting as a session.
Education & Skills Training	Community support that increases community member's knowledge, skills, experience, confidence; wellbeing; social inclusion, participation, or individual capacity. Examples could include: literacy, numeracy, life skills, financial management/budgeting, whether delivered to individuals or in a group. Online activities can be recorded where specific workshops or modules are delivered to a group of individual clients.
Facilitate employment pathways	Programs that build the skills of community members, including young people, to provide facilitate pathways to employment. Examples could include: résumé writing workshops, employment skills development and volunteering, whether delivered to individuals or in a group.
Indigenous advocacy and support	This could include advocating for, problem solving and being an intermediary for Aboriginal child/ren, young people, families and communities, to help and inspire people to find the support that's right for them.
Indigenous healing workshops	This is any activity which facilitates healing for Aboriginal communities, families or individuals. Examples could include: grief and loss workshops.
Information/ advice/referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Social Participation	Activities that encourage connectedness for community members, which would increase social inclusion and participation. For example mentoring, leadership programs, relationship, social skills, whether delivered one on one or in a group.

Table C-4 Program Activity 4: Targeted Support

Service Type	Description
Counselling	Counselling provided by a qualified practitioner such as a Psychologist or Psychotherapist to one or more clients or family members. Techniques, orientations and practices used should be broadly accepted, validated and based on client need.
Education and Skills Training	Targeted support that builds the knowledge and skills of people with known vulnerabilities, e.g. domestic and family violence, mental health needs, drug and/or alcohol needs, and social/economic disadvantage. These may include individualised, group based, or other client-centred approaches. Online activities can be recorded where specific workshops or modules are delivered to a group of individual clients.
Family Capacity Building	Family support activities provided during case management, which involve undertaking activities to implement the case plans of individual clients (child/ren, young person or family). This could include home visiting, support (legal, language or to access TIS), advocacy, counselling; mediation; referrals and skills development to help clients achieve outcomes. It could also include providing education (such as life skills or budgeting) in line with the case plan. It also includes a review with the client of what has been achieved and an exit plan. Services should be able to demonstrate that they use a system for doing case management (including file notes, templates, policies and case management meetings), monitoring and evaluating the effectiveness of the services being delivered to the child/ren and family.
Indigenous social participation	Supported playgroups are an opportunity for Aboriginal parents or parents of Aboriginal children to share experiences of parenting and learn new parenting skills while being supported by workers who coordinate the activities. They also provide children with an opportunity to socialise play and learn in a structured and positive environment as well as participating in age appropriate learning experiences and activities to help them become school ready. Supported playgroups are facilitated by a professional worker with qualifications or experience in early childhood or in working with families with children
Indigenous supported playgroups	This only includes camps for Aboriginal children, young people and families to experience Aboriginal culture, language or traditions.
Information/ advice/referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to

Service Type	Description
	easily access services and determine the way their support is provided.
Intake/assessment	Intake and assessment in a case management setting, which includes providing assessment and case planning to assess the strengths and needs of the child, young person and family, including any risks; plan and coordinate a mix of services to meet the child/ren, young people and family's needs and address risks;
Material aid	Material aid in a case management setting, where funds are used to purchase goods and/or services (including child care) which are in line with the case plan developed for the child/ren, young person and family
Mentoring/peer support	This includes facilitating self-help/peer support groups for parents experiencing particular issues. An example could include, post-natal depression groups.
Parenting Programs	Programs that provide support specifically targeted at parent/child relationships and/or practical skill building for parents. Parenting programs are usually structured and delivered in a group or one to one setting. Program selection should be driven by local need, client compatibility and cultural safety.
Supported Playgroups	Supported playgroups are an opportunity for parents to share experiences of parenting and learn new parenting skills while being supported by workers who coordinate the activities. They also provide children with an opportunity to socialise play and learn in a structured and positive environment as well as participating in age appropriate learning experiences and activities to help them become school ready. Supported playgroups are facilitated by a professional worker with qualifications or experience in early childhood or in working with families with children.

Table C-5 Program Activity 5: Intensive or Specialist Support

Service Type	Description
Counselling	Counselling provided by a qualified practitioner such as a Psychologist or Psychotherapist to one or more clients or family members. Techniques, orientations and practices used should be broadly accepted, validated and based on client need.
Education and Skills Training	Intensive or specialist support that builds the knowledge and skills of people who have high and/or complex needs. These may include individualised, group based, or other client-centred approaches. Online activities can be recorded where specific workshops or modules are delivered to a group of individual clients
Family Capacity Building	Intensive or specialist services delivered directly to individual families aimed at enhancing parent/child relationships, increasing family connectedness and reducing child distress. Family capacity building services should include additional level of intensity or specialisation than the parenting program/family capacity building service options outlined in 'Program Activity 4: Targeted Support'. For example, services may include a therapeutic component, or a specialist framework intended to meet a specific intensive need.
Information/ advice/referral	Provision of standard advice/guidance or information for individuals or families in relation to a specific topic. Referrals include to another service provider or within the organisation. This referral is effective and timely, facilitates client engagement, builds and maintains referral pathways and partnerships, and proactively helps individuals and families to easily access services and determine the way their support is provided.
Specialist Support	Specialist support is delivered by a suitably qualified worker – in some cases this will involve engaging/employing specialist services for a fee to work with the family more intensively, where these services can't be engaged any other way, or in a timely manner. Services may include drug and/or alcohol services, intellectual and or physical disability services, family mediation, domestic violence and sexual assault support services and problem gambling services.

Appendix D: The TEI Minimum Dataset

Table D-1 The TEI minimum dataset

Service Delivery Information	Client Details and Demographics	Client Outcomes and Satisfaction**	Community Outcomes**
Cases: • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with the case (estimate) • Attendance profile** • Clients attached to the case • Referral source** • Reasons for seeking assistance** **Sessions:** • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Referral type** • Referral purpose**	**For individual clients only:** • Client ID • Given name* • Family name* • Name provided is pseudonym • Date of birth* • Estimated DOB • Gender* • Residential address* • Country of birth* • Main language spoken at home* • Aboriginal and Torres Strait Islander identification* • Disability, impairment or condition* • Consent to store personal information in the Data Exchange*	**For individual clients only:** One or more Circumstances SCORE domains for at least 50% of clients **AND/OR** One or more Goals SCORE domains for at least 50% of clients **AND** One or more Satisfaction SCORE domains for at least 10% of individual clients, per reporting period	**For unidentified groups only:** One or more Community SCORE domains for majority of community or group activities **Note:** Community SCORE is recorded at the session level.

• Client/support persons attended	• Consent to participate in research, surveys and evaluation* • Homelessness indicator** • Household composition**		

*These are part of the Data Exchange priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions.

**These are part of the Data Exchange Partnership Approach. In the TEI Program we ask that, when relevant, services record this additional data.

Table D-2 The TEI minimum data set – Case level data items

Data field	Field values
Case ID	Open field. If left blank a system generated number is assigned.
Outlet* (location)	Drop down menu of service providers outlets.
Program activity*	Drop down menu. The drop down will only display the program activities that have been assigned to the outlet selected. • Community Connections • Community Centres • Community Support • Targeted Support • Intensive or specialist support
Attendance Profile**	• Family • Community Event • Peer support group • Couple • Cohabitants
Unidentified client count	Free text number only – limit of 999. Enter the expected number of unique unidentified clients associated with the case.
Clients attached to the case	Attach client records to case as relevant.

Table D-3 The TEI minimum data set – Session level data items

Data field		Field values	
Session ID		Open field. If blank left a system generated number is assigned.	
Session date*		DD/MM/YY	
Service type*		The number and variety of service types will depend on the program activity selected in the Case/ The full list of values relevant to TEI program are in the TEI Program Specifications.	
Unidentified client count		Free text number only – cannot exceed the value specified at the Case level. Enter the actual number of unidentified clients who attended the session.	
Client/support persons attended		Attach client records to sessions as relevant.	
Referral out – this information is entered at the session level but can be recorded for each client attached to the session.	Referral type	Internal External	
	Referral reason	• Physical health • Mental health, wellbeing & self-care • Personal and family safety • Age-appropriate development • Community participation & networks • Financial Resilience	• Family functioning Employment • Education and skills training • Material wellbeing and basic necessities • Housing • Support to caring role • Other

Table D-4 The TEI minimum data set – Client level data items

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

Consent to participate in research, surveys and evaluation*	Tick box if yes.	
Homelessness indicator**	• Yes • No • At risk	
Household composition**	• Single (person living alone) • Sole parent with dependent(s) • Couple • Couple with dependent(s)	• Group (related adults) • Group (unrelated adults) • Homeless/No household • Not stated or inadequately described

*These are part of the Data Exchange priority requirements. For cases and sessions, it is mandatory that we provide this information. For individual clients, it is mandatory that we ask clients these questions.

**These are part of the Data Exchange Partnership Approach. In the TEI Program we ask that, when relevant, services record this additional data.

Appendix E: SCORE

Table E-1 Circumstances SCORE domains

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

Circumstance SCORE domain	1: Negative Impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Age-appropriate development	Significant negative impact of poor age-appropriate development on independence, participation and wellbeing	Moderate negative impact of poor age-appropriate development on independence, participation and wellbeing	Progress towards improving age-appropriate development to support independence, participation and wellbeing	Adequate short-term age-appropriate development to support independence, participation and wellbeing	Adequate ongoing age-appropriate development to support independence, participation and wellbeing
Community participation and networks	Significant negative impact of poor community participation and networks on independence, participation and wellbeing	Moderate negative impact of poor community participation and networks on independence, participation and wellbeing	Progress towards improving community participation and networks to support independence, participation and wellbeing	Adequate short-term community participation and networks to support independence, participation and wellbeing	Adequate ongoing community participation and networks to support independence, participation and wellbeing
Family functioning	Significant negative impact of poor family functioning on independence, participation and wellbeing	Moderate negative impact of poor family functioning on independence, participation and wellbeing	Progress towards improving family functioning to support independence, participation and wellbeing	Adequate short-term family functioning to support independence, participation and wellbeing	Adequate ongoing family functioning to support independence, participation and wellbeing

Circumstance SCORE domain	1: Negative Impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Financial resilience	Significant negative impact of poor financial resilience on independence, participation and wellbeing	Moderate negative impact of poor financial resilience on independence, participation and wellbeing	Progress towards improving financial resilience to support independence, participation and wellbeing	Adequate short-term financial resilience to support independence, participation and wellbeing	Adequate ongoing financial resilience to support independence, participation and wellbeing
Material wellbeing and basic necessities	Significant negative impact of lack of basic material resources on independence, participation and wellbeing	Moderate negative impact of lack of basic material resources on independence, participation and wellbeing	Progress towards stability in meeting basic material needs to support independence, participation and wellbeing	Adequate short-term basic material resources to support independence, participation and wellbeing	Adequate ongoing basic material resources to support independence, participation and wellbeing
Employment	Significant negative impact of lack of employment on independence, participation and wellbeing	Moderate negative impact of lack of employment on independence, participation and wellbeing	Progress towards improving employment to support independence, participation and wellbeing	Adequate short-term employment to support independence, participation and wellbeing	Adequate ongoing employment to support independence, participation and wellbeing

Circumstance SCORE domain	1: Negative Impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Education and skills training	Significant negative impact of lack of engagement with education and training on independence, participation and wellbeing	Moderate negative impact of lack of engagement with education and training on independence, participation and wellbeing	Progress towards improving engagement with education and training to support independence, participation and wellbeing	Adequate short-term engagement with education and training to support independence, participation and wellbeing	Adequate ongoing engagement with education and training to support independence, participation and wellbeing
Housing	Significant negative impact of poor housing on independence, participation and wellbeing e.g. 'rough sleeping'	Moderate negative impact of poor housing on independence, participation and wellbeing e.g. living in severe overcrowding; or at significant risk of tenancy failure	Progress towards housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate short-term housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate ongoing housing stability to support independence, participation and wellbeing e.g. stable private rental or social housing

Table E-2 Goals SCORE domains

Goal SCORE domain	1: No progress	2: Limited progress with emerging engagement	3: Limited progress with strong engagement	4: Moderate progress	5: Fully achieved
Knowledge and access to information	No progress in increasing access to information and knowledge in areas relevant to clients' needs and circumstances	Limited progress to date in achieving information/ knowledge goals– but emerging engagement	Limited progress to date in achieving information/ knowledge goals– but strong engagement	Moderate progress to date in achieving information/knowledge goals	Full achievement of goals related to increasing access to information and knowledge in areas relevant to client's needs and circumstances
Skills	No progress in increasing skills in areas relevant to client's needs and circumstances	Limited progress to date in achieving skills goals–but emerging engagement	Limited progress to date in achieving skills goals–but strong engagement	Moderate progress to date in achieving skills goals	Full achievement of goals related to increasing skills in areas relevant to client's needs and circumstances
Behaviours	No progress in changing behaviours in areas relevant to client's needs and circumstances	Limited progress to date in achieving behaviour goals– but emerging engagement	Limited progress to date in achieving behaviour goals– but strong engagement	Moderate progress to date in achieving behaviour goals	Full achievement of goals related to changing behaviours in areas relevant to client's needs and circumstances

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

Table E-3 Satisfaction SCORE domains

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

Table E-4 Community SCORE domains

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

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