What information do I need to record in the Data Exchange for the Targeted Earlier Intervention Program?

November 2020

This document provides examples of the minimum dataset for specific service types in the Targeted Earlier Intervention program. An overview of the minimum dataset for the TEI program is in Table 1. See the Data Collection and Reporting Guide for more information.

This document also has examples of how measure and report client and community outcomes. See the following resources for more information:

- What is SCORE and how can I use it for the TEI program?
- TEI guide to developing surveys
- What is Community SCORE and how do I use it for the TEI program?
- Outcomes Matrix

The examples in this document include:

Community Strengthening Stream	
Program Activity 1: Develop community connections	Example 1: Holding a community event
	Example 2: Community sector planning
Program Activity 2: Provide a community centre	Example 3: Developing a plan with community members
	Example 4: Information, advice and referrals
Program Activity 3: Provide community support	Example 5: Employment skills workshop
	Example 6: Support the development of Aboriginal-led enterprise
Program Activity 4: Provide targeted suppo	Example 7: Supported playgroup
	Example 8: Parenting program
	Example 9: Case management
Program activity 5: Provide intensive and specialist support	Example 10: In-home intensive family capacity building program
	Example 11: Counselling

The examples in this document should be used as a guide only. Service delivery must be client-centred, and not driven by a need to comply with data reporting guidelines. We understand it may not be appropriate or relevant to collect some information. We also understand some services may wish to report additional information.

Table 1. Targeted Earlier Intervention Minimum Dataset

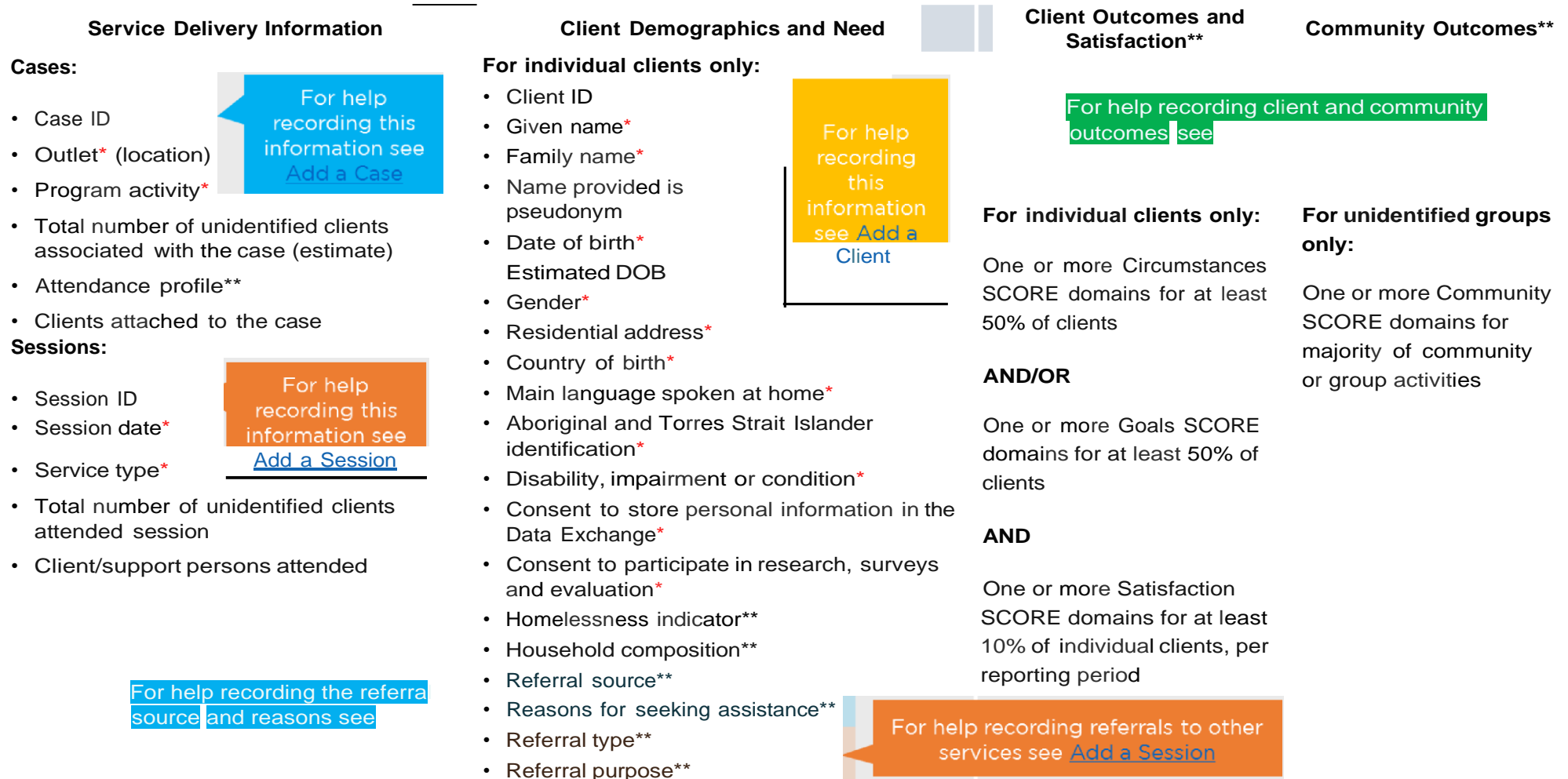| Service Delivery Information		Client Outcomes and Satisfaction**	Community Outcomes**
Cases: • Case ID • Outlet* (location) • Program activity* • Total number of unidentified clients associated with the case (estimate) • Attendance profile** • Clients attached to the case **Sessions:** • Session ID • Session date* • Service type* • Total number of unidentified clients attended session • Client/support persons attended	**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* • Consent to participate in research, surveys and evaluation* • Homelessness indicator** • Household composition** • Referral source** • Reasons for seeking assistance** • Referral type** • Referral purpose**	**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.

*These are part of the Data Exchange's 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.

To help you report this information in the Data Exchange, see Figure 1 below.

Figure 1. The TEI Minimum Dataset and where to go for help reporting this information.

Service Delivery Information

Cases:

- Case ID
- Outlet* (location)
- Program activity*
- Total number of unidentified clients associated with the case (estimate)
- Attendance profile**
- Clients attached to the case

Sessions:

- Session ID
- Session date*
- Service type*
- Total number of unidentified clients attended session
- Client/support persons attended

> For help recording this information see Add a Case

> For help recording this information see Add a Session

> For help recording the referral source and reasons see

Client Demographics and Need

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*
- Consent to participate in research, surveys and evaluation*
- Homelessness indicator**
- Household composition**
- Referral source**
- Reasons for seeking assistance**
- Referral type**
- Referral purpose**

> For help recording this information see Add a Client

> For help recording referrals to other services see Add a Session

Client Outcomes and Satisfaction**

> For help recording client and community outcomes see

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

Community Outcomes**

For unidentified groups only:

One or more Community SCORE domains for majority of community or group activities

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Additional Resources

DCJ Resources

To support you to collect client demographic and need information, we have developed an example client intake form.

A number of different resources to support you to use the Data Exchange are also available on the TEI website: Key TEI Resources

DSS Resources

The DSS Data Exchange website includes a number of useful resources to help you use the Data Exchange.

For help entering or uploading data into the Data Exchange see:

For entering data on the web platform see:	For bulk uploads and system to system transfers see:
Add a case	Web Services Technical Specifications
Add a session	Bulk File Upload Technical Specifications
Add a client	Bulk XML upload learning module
Add a SCORE assessment	IT webinar – Information for IT and Technical Staff

Program Activity 1: Develop Community Connections

Example 1: Community Event

A TEI service provider holds a community event. They host a barbeque for families with children in the local area, including games where adults and children can mix, e.g. soccer and sack races. This event aims to increase community connectedness for attendees. The ultimate goal is to increase social cohesion, networks and participation. To measure the impact of this event, the service provider does the following:

Step 1. Identify relevant client outcomes	The service provider developed a program logic and identified the TEI program client outcome most relevant to its activities as 'Social and Community: Increased participation in community events'. **Social and Community** Increased participation in community events
Step 2. Identify SCORE type	The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domain. As this is a community event, the service provider will use Community SCORE to measure outcomes. They identify the most appropriate Community SCORE domain as: **Community SCORE – Social Cohesion** measures outcomes for large groups, where it is not feasible to record data for individuals. Social cohesion is the most relevant domain.
Step 3. Report	The service provider decides the best way to assess this event is to observe the attendees and record a single community SCORE outcome at the end of the event. At the beginning of the event, the service provider observes that the attendees are engaging in small talk. By the end, they are mixing well, have organised a Facebook group and made plans to meet for coffee and a playdate. The service provider uses their professional judgement and decides the increased engagement shows a 'moderate demonstration of greater community cohesion and social harmony'. They record this as a 4 on the SCORE scale. The minimum dataset needed for a community event is outlined below.

Example 1: Community Events		
Case data	Case ID	Gladston Neighbourhood Cookout
	Outlet*	Gladston Community Services
	Program activity*	Community Connection
	Total number of unidentified clients associated with case	30
	Attendance profile**	Community event
Session data	Session ID	GNC November 2019
	Session date*	02/11/2019
	Service type*	Community Engagement
	Number of unidentified clients attended session*	28
	Assessed by**	SCORE directly - practitioner
	Community SCORE**	Social cohesion - 4
Client demographic data	At this community event, all clients were unidentified. No client demographic data was collected.	

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Example 2: Education and Skills Training

A TEI service provider runs training and mentoring sessions with other TEI service providers. In their sessions, some participants are added to the Data Exchange as individual clients. Others are counted as unidentified clients.

To measure the impact of their service, the service provider does the following:

Step 1. Identify relevant client outcomes	
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and clients/communities.
Step 3. Report client information and outcomes into the Data Exchange	The minimum dataset you would be expected to collect for

Example 2: Community sector planning		
Case data	Case ID	Good Governance Workshop
	Outlet*	Geelong Sector Assistance Inc.
	Program activity*	Community Connections
	Total number of unidentified clients associated with case	15
	Attendance profile**	Peer support group
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Governance Workshop September '19
	Session date*	02/09/2019
	Service type*	Education and Skills Training
	Number of unidentified clients attended session*	12
	Assessed by**	SCORE directly – practitioner
	Community SCORE**	Organisational knowledge, skills and practice - 3
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a workshop. As the client is a staff member of a TEI service provider some of this information is not relevant.	Client ID	001
	Given Name*	Sara
	Family Name*	Meharg
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	26/03/1971
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	No
	Residential address*	Belmont, Vic, 3216
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	Yes
	Does the client have one or more of the following impairments, conditions or disabilities?*	None
	Homeless Indicator**	N/A
	Household composition**	N/A

	Referral source**		N/A	
	Reasons for seeking assistance**		N/A	
	Referral to other services**	Referral type	N/A	
		Referral purpose	N/A	
Client outcomes data	SCORE type		Goals	
	Assessed by		SCORE directly - client	
	Score domain and rating		Knowledge: 2	Skills: 3
Client Satisfaction data	SCORE type		Satisfaction	
	The service listened to me and understood my issues		3	
	I am satisfied with the services I have received		2	
	I am better able to deal with issues that I sought help with		2	

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Program Activity 2: Provide a community centre

Example 3: Developing a plan with community members

A service provider engages a group of community members to develop a plan to raise public awareness of mental illness and available support services. All members of the group have lived experience of mental illness. The service facilitates a number of planning sessions for the community members.

The ultimate goal of the plan is to combat mental illness in the local community. However, the purpose of the planning activities is to engage local community members to:

- ensure they see themselves as part of the community
- have an opportunity to impact decisions that affect their lives.

To measure the impact of the planning sessions, the service provider does the following:

Step 1. Identify relevant client outcomes	The service provider develops a program logic and identifies the TEI program client outcomes most relevant to its activities as 'Social and Community: Increased sense of belonging to their community' and 'Empowerment: Increased client reported self-determination.' **Social and Community** Increased sense of belonging to community **Empowerment** Increased client reported self-determination
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and identifies the most relevant SCORE domains as: **Circumstance SCORE – Community participation and networks** measures if the client feels supported to be a part of the community and that they are making a contribution. **Goal SCORE – Empowerment, choice and control to make own decisions** measures if the client feels supported to exercise control over decisions that affect their lives.
Step 3. Report client information and outcomes into the Data Exchange	In this example, we are only recording data for the planning sessions and the clients that attended these sessions, NOT the activities outlined in the plan. The minimum dataset you would be expected to collect for running planning sessions with community members is outlined below.

Example 3: Developing a plan with community members		
Case data	Case ID	Tackling Mental Health Plan
	Outlet*	Walkerville Community Centre
	Program activity*	Community Centre
	Total number of unidentified clients associated with case	N/A – leave blank
	Attendance profile**	Peer support group
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Planning Session 1 – July 2019
	Session date*	08/07/2019
	Service type*	Community Engagement
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a planning session.	Client ID	015
	Given Name*	Claire
	Family Name*	McDonald
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	01/05/1976
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	Yes
	Residential address*	Vale Park, SA, 2081
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	Psychiatric
	Homeless Indicator**	No
	Household composition**	Sole parent with dependent(s)
	Referral source**	N/A
	Reasons for seeking assistance**	N/A
	Referral to other services**	N/A
Client Outcomes data Outcome data should be collected at least twice.	SCORE type	Goals
	Assessed by	SCORE directly - client
	Score domain and rating	Empowerment, choice and control to make own decisions: 2
	SCORE type	Circumstances

	Assessed by	SCORE directly - client
	Score domain and rating	Community participation and networks: 1
Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	3
	I am satisfied with the services I have received	2
	I am better able to deal with issues that I sought help with	2

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Example 4: Information, advice, and referrals

A community centre provides community members with information and advice about different issues. They also refer them to specific services as needed. Community members contact the centre via email, through their website and over the phone. They also visit the centre in person.

The goal of this service is to increase community members' knowledge of the services that are available to them and how to access these services. To measure the impact of this service, the service provider does the following:

Step 1. Identify relevant client outcomes	The service provider develops a program logic and identifies that
Step 2. Identify SCORE type and domains	N/A
Step 3. Report client information and outcomes into the Data Exchange	The service provider collects data for their service in two different ways. For clients that are known to them (identified), they collect client information. For unidentified clients, the service provider counts how many community members receive information, advice and referral support. The service reports this number into the Data Exchange every month. The minimum dataset you are expected to collect for providing information/advice/referral is outlined below.

Example 4: Information, advice and referrals			
Case data	Case ID		Information/Advice/Referral
	Outlet*		Cloverton Community Centre
	Program activity*		Community Centre
	Total number of unidentified clients associated with case		50
	Attendance profile**		N/A
	Clients attached to the case		Select clients associated with the case
Session data	Session ID		Info and Advice November 2019
	Session date*		30/11/2019
	Service type*		Information/advice/referral
	Number of unidentified clients attended sessions*		42
	Client/support persons attended		Add clients/support persons who attended the session
Client demographic data In this example, the service provider collected client information from a person who frequently visits their centre. The service provider knows they will see this client again, and therefore will be able to collect a post-SCORE.	Client ID		002
	Given Name*		Charlie
	Family Name*		Randall
	Name provided is a pseudonym		No
	Estimated DOB		No
	Date of birth*		13/07/1991
	Gender*		Male
	Consent to store personal information in the Data Exchange*		Yes
	Consent for future contact for survey/research/ evaluation*		No
	Residential address*		Cloverton, NSW, 2275
	Country of Birth*		Australia
	Main language spoken at home*		English
	Is the client Aboriginal or Torres Strait Islander? *		No
	Does the client have one or more of the following impairments, conditions or disabilities?*		Intellectual/learning
	Homeless Indicator**		At risk
	Household composition**		Group (unrelated adults)
	Referral source**		Self
	Reasons for seeking assistance**		Primary: Education and skills training Secondary: Employment
	Referral to other services**	Referral type	Internal
		Referral purpose	Education and skills training

Client Outcomes data	N/A	
Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	3
	I am satisfied with the services I have received	2
	I am better able to deal with issues that I sought help with	2

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Program Activity 3: Provide community support

Example 5: Employment skills workshop

A TEI service provider runs a series of employment skills workshops for newly arrived refugees. The workshops support clients to apply for jobs, increases their confidence in undertaking job interviews and helps them to gain and maintain employment. To measure the impact of this service on clients' lives, the service provider does the following:

Step 1. Identify relevant client outcomes	
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and
Step 3. Report client information and outcomes into the Data Exchange	

Example 5: Employment skills workshop			
Case data	Case ID	Refugee Employment Support Workshop	
	Outlet*	Smithfield Community Centre	
	Program activity*	Community Support	
	Total number of unidentified clients associated with case	N/A – leave blank	
	Attendance profile**	Peer support group	
	Clients attached to the case	Select clients associated with the case	
Session data	Session ID	RESP September 2019	
	Session date*	07/09/2019	
	Service type*	Facilitate employment pathways	
	Client/support persons attended	Add clients/support persons who attended the session	
Client demographic data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a workshop	Client ID	023	
	Given Name*	Yusef	
	Family Name*	Abiz	
	Name provided is a pseudonym	No	
	Estimated DOB	No	
	Date of birth*	02/07/1998	
	Gender*	Male	
	Consent to store personal information in the Data Exchange*	Yes	
	Consent for future contact for survey/research/ evaluation*	Yes	
	Residential address*	Clarke Creek, Queensland, 4705	
	Country of Birth*	Iraq	
	Main language spoken at home*	Kurdish	
	Is the client Aboriginal or Torres Strait Islander? *	No	
	Does the client have one or more of the following impairments, conditions or disabilities?*	None	
	Homeless Indicator**	At risk	
	Household composition**	Group (unrelated adults)	
	Referral source**	Community services agency	
	Reasons for seeking assistance**	Employment	
	Referral to other services**	Referral type	External	
		Referral purpose	Housing	
	SCORE type	Goals	Goals

Client Outcomes data	Assessed by	SCORE directly - client	SCORE directly - client
Outcome data should be collected at least twice.	Score domain and rating	Empowerment: 3	Knowledge: 2
	SCORE type	Goals	Circumstances
	Assessed by	SCORE directly - client	SCORE directly - client
	Score domain and rating	Skills: 1	Employment: 1
Client Satisfaction data	SCORE type	Satisfaction	
	The service listened to me and understood my issues	3	
	I am satisfied with the services I have received	4	
	I am better able to deal with issues that I sought help with	4	

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Example 6: Support the development of Aboriginal-led enterprises

A TEI service provider delivers business planning support to Aboriginal artists. The service helps clients to access funding, provides financial and business advice and gives ongoing support. To measure the impact of this service the service provider does the following:

Step 1. Identify relevant client outcomes	The service provider develops a program logic and identified the TEI program client outcome most relevant to its activities as 'Economic: Sustained participation in employment.'
Step 2. Identify SCORE type and domains	The service reviews the short-term indicators (SCORE domains) from the Data Exchange (see TEI Outcomes Framework) and identifies the following indicators to measure client outcomes: **Goal SCORE – Knowledge** measures the client's understanding of how to start and grow their business **Goal SCORE – Skills** measures the client's ability to start and grow their business
Step 3. Report client information and outcomes into the Data Exchange	In the Business Planning service type, clients are individual people who received a service, not the business. The minimum dataset you would be expected to collect for providing business planning support is outlined below.

Example 6: Employment skills workshop		
Case data	Case ID	Aboriginal Business Planning Support
	Outlet*	Indigenous Business Hub
	Program activity*	Community Support
	Total number of unidentified clients associated with case	N/A – leave blank
	Attendance profile	N/A
	Clients attached to the case	Select clients associated with the case
Session data	Session ID	Financial Literacy Workshop
	Session date*	23/09/2019
	Service type*	Business Planning
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a workshop.	Client ID	012
	Given Name*	Rianna
	Family Name*	Trikilis
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	21/03/1989
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	No
	Residential address*	West Swan, WA, 6055
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	Yes
	Does the client have one or more of the following impairments, conditions or disabilities?*	None
	Homeless Indicator**	No
	Household composition**	Couple with dependant(s)
	Referral source**	Self
	Reasons for seeking assistance**	Primary: Employment Secondary: Education and Skills Training
	Referral to other services**	Client was NOT referred to another service
Client Outcomes data	SCORE type	Goals

Outcome data should be collected at least twice.	Assessed by	SCORE directly - client	
	Score domain and rating	Skills: 3	Knowledge: 2
Client Satisfaction data	SCORE type	Satisfaction	
	The service listened to me and understood my issues	4	
	I am satisfied with the services I have received	4	
	I am better able to deal with issues that I sought help with	4	

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Program Activity 4: Provide Targeted Support

Example 7: Supported playgroup

A TEI service provider runs a supported playgroup. This activity supports parents to share their experiences, develop their parenting skills and build informal networks. It also provides an opportunity for children to develop early literacy and numeracy skills and socialise in a structured environment. To measure the impact of the supported playgroups the service provider does the following:

Step 1. Identify relevant client outcomes	The service provider developed a program logic and identified the TEI program client outcomes most relevant to its activities as: • Empowerment (parent): Increased client reported self-determination • Education and Skills (child): Increased school attendance and achievement
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and reported in the Client Goals SCORE: Behaviours domain. See The Data Exchange Score Translation Matrix.
Step 3. Report client information and outcomes into the Data Exchange	

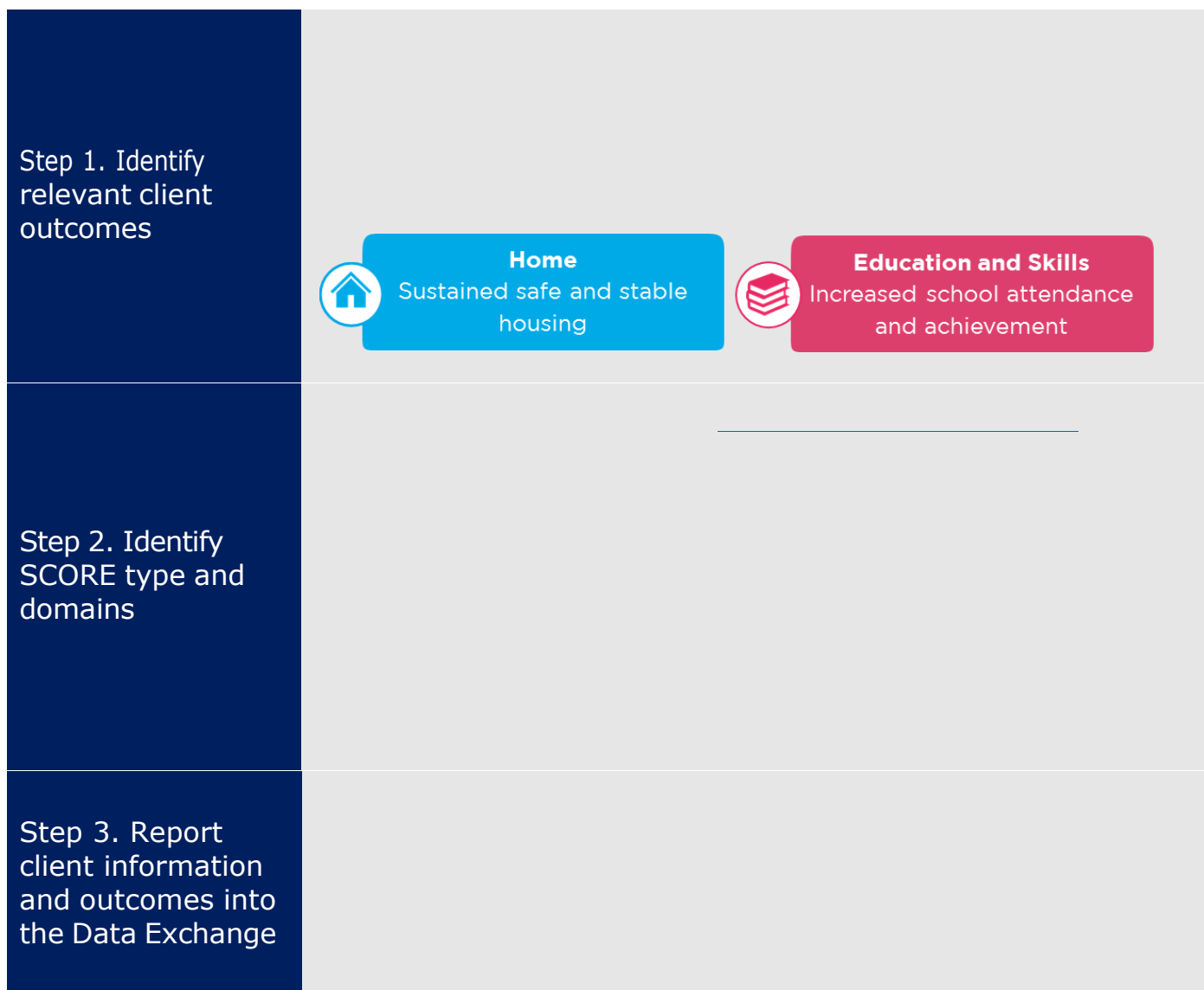| **Example 7: Supported playgroup**			
Case data	Case ID	First Time Mums Playgroup	
	Outlet*	Laverton Community Services	
	Program activity*	Targeted Support	
	Total number of unidentified clients associated with case	N/A	
	Attendance profile	Peer support group	
	Clients attached to the case	Select the clients associated with the case	
Session data	Session ID	FTM Playgroup August 2019	
	Session date*	16/08/2019	
	Service type*	Supported playgroup	
	Client/support persons attended	Add clients/support persons who attended the session	
Client demographic and need data Client demographics must be added for every known client who attended the session. This is an example of information for two clients – a mother and her child who attended the supported playgroup. As the service provider identified that they are seeking to improve outcomes for the child, the child has been added to the Data Exchange as a client.	Client ID	A001	A002
	Given Name*	Jennifer	Hayley
	Family Name*	Asof	Asof
	Name provided is a pseudonym	No	No
	Estimated DOB	No	No
	Date of birth*	25/02/1994	15/05/2019
	Gender*	Female	Female
	Consent to store personal information in the Data Exchange*	Yes	Yes
	Consent for future contact for survey/research/ evaluation*	No	No
	Residential address*	Laverton, VIC, 3028	Laverton, VIC, 3028
	Country of Birth*	Australia	Australia
	Main language spoken at home*	English	English
	Is the client Aboriginal or Torres Strait Islander? *	No	No
	Does the client have one or more of the following impairments, conditions or disabilities*	None	None
	Homeless Indicator**	No	No
	Household composition**	Sole parent with dependent(s)	Sole parent with dependent(s)
	Referral source**	Friends	Friends
	Reasons for seeking assistance**	Age-appropriate development	Age-appropriate development
	Referral to other services**	Client was NOT referred to another service	

Client Outcomes data	SCORE type	Goals	Circumstances
Outcome data should be collected at least twice.	Assessed by	Validated outcomes tool – client	SCORE directly – practitioner
	SCORE Domain and Rating	Behaviours - 2	Age-appropriate development - 3
Client Satisfaction data	SCORE type	Satisfaction	N/A
	The service listened to me and understood my issues	4	N/A
	I am satisfied with the services I have received	3	N/A
	I am better able to deal with issues that I sought help with	3	N/A

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Example 8: Parenting program

A TEI service provider runs a parenting program. This program gives parents strategies to manage their children's behaviour and build healthy parent-child relationships. To measure the impact of the program, the service provider does the following:

Step 1. Identify relevant client outcomes	**Home** Sustained safe and stable housing **Education and Skills** Increased school attendance and achievement
Step 2. Identify SCORE type and domains	
Step 3. Report client information and outcomes into the Data Exchange	

Example 8: Parenting program		
Case data	Case ID	Parenting Program – Family 3
	Outlet*	Inner West
	Program activity*	Provide targeted support
	Total number of unidentified clients associated with case	N/A
	Attendance profile	Family
	Clients attached to the case	Attach relevant family members
Session data	Session ID	Home visit 1 – January 2020
	Session date*	23/01/2019
	Service type*	Parenting Program
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic and need data Client demographics must be added for every known client who attended the session. This is an example of one client who attending a parenting program session. .	Client ID	0027
	Given Name*	Jamie
	Family Name*	O'Donald
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	26/02/1991
	Gender*	Male
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	Yes
	Residential address*	Petersham, NSW, 2049
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	No
	Homeless Indicator**	No
	Household composition**	Couple with dependent(s)
	Referral source**	Community services agency
	Reasons for seeking assistance**	Primary: Family functioning Secondary: Personal and family safety
	Referral to other services**	Client was NOT referred to another service
Client Outcomes data Outcome data should be collected at least twice.	SCORE type	Goals
	Assessed by	SCORE directly - practitioner
	Score domain and rating	Skills: 3 | Behaviours: 1
	SCORE type	Circumstances
	Assessed by	SCORE directly - practitioner
	Score domain and rating	Family functioning: 2

SCORE type	Satisfaction
The service listened to me and understood my issues	4
I am satisfied with the services I have received	4
I am better able to deal with issues that I sought help with	4

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Example 9: Case management

A TEI service provider undertakes case management and conducts family support activities. Case managers conduct home visits, provide legal support, refer clients to other necessary services etc. The activities conducted depend on the client's needs and will change over time. To measure the impact of case management, the service provider does the following:

Step 1. Identify relevant client outcomes	
Step 2. Identify SCORE type and domains	
Step 3. Report client information and outcomes into the Data Exchange	

Example 9: Case management		
Case data	Case ID	Case management – Family 1
	Outlet*	Sydney
	Program activity*	Provide targeted support
	Total number of unidentified clients associated with case	N/A
	Attendance profile	Family
	Clients attached to the case	Attach relevant family members
Session data	Session ID	Home visit 1 – February 2020
	Session date*	07/02/2019
	Service type*	Family capacity building
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic and need data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a session.	Client ID	001
	Given Name*	Jacinta
	Family Name*	Ahern
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	21/03/1989
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	No
	Residential address*	Dulwich Hill, NSW, 2203
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	Intellectual Learning
	Homeless Indicator**	At risk
	Household composition**	Single (person living alone)
	Referral source**	Community services agency
	Reasons for seeking assistance**	Primary: Housing Secondary: Material wellbeing
	Referral to other services**	Client was NOT referred to another service
Client Outcomes data Outcome data should be collected at least twice.	SCORE type	Goals	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Skills: 1	Engagement: 2
	SCORE type	Circumstances	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Housing: 2	Material wellbeing: 1
	SCORE type	Satisfaction	

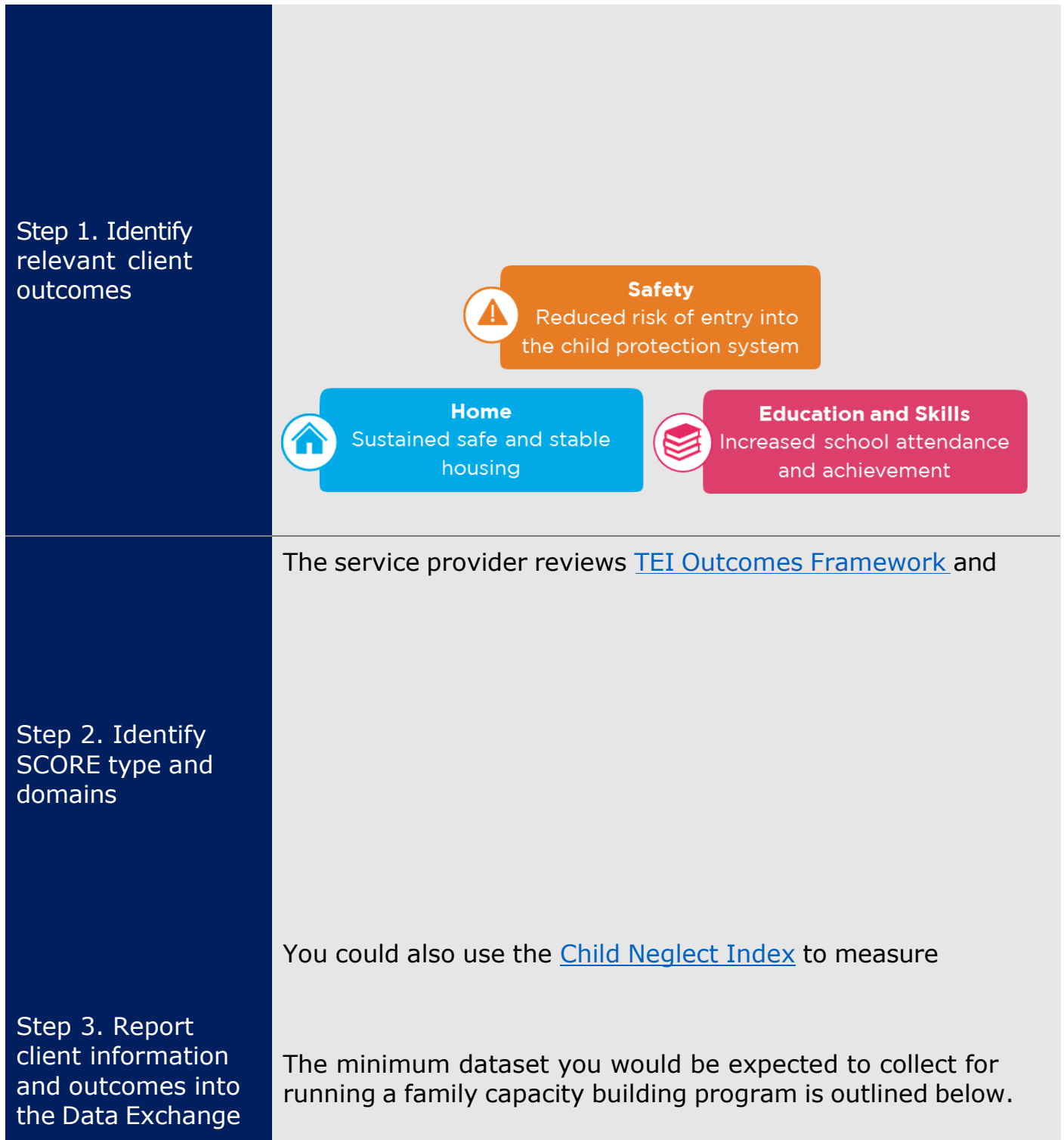|		
Client Satisfaction data	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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Program Activity 5: Provide intensive and specialist support

Example 10: In-home intensive family capacity building program

A TEI service provider runs an intensive in-home training program to families with young children who are at risk of abuse and neglect. This activity focuses on building healthy parent-child relationships. It supports parents to develop the skills and knowledge to keep their children safe and healthy. To measure the impact of this program, the service provider does the following:

Step 1. Identify relevant client outcomes	**Safety** Reduced risk of entry into the child protection system **Home** Sustained safe and stable housing **Education and Skills** Increased school attendance and achievement
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and You could also use the Child Neglect Index to measure
Step 3. Report client information and outcomes into the Data Exchange	The minimum dataset you would be expected to collect for running a family capacity building program is outlined below.

E		
	Case ID	In-home Family Capacity Building – Family 7
	Outlet*	Family First – Launceston Centre
	Program activity*	Intensive or specialist support
	Total number of unidentified clients associated with case	N/A
	Attendance profile**	Family
	Clients attached to the case	Attach relevant family members
	Session ID	Home visit 1 – October 2019
	Session date*	07/09/2019
	Service type*	Family capacity building
	Client/support persons attended	Add clients/support persons who attended the session
	Client ID	0031
	Given Name*	Matthew
	Family Name*	Dawson
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	21/03/1989
	Gender*	Male
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	No
	Residential address*	Mowbray, TAS, 7248
	Country of Birth*	Australia
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	None
	Homeless Indicator**	No
	Household composition**	Couple with dependant(s)
	Referral source**	Community services agency
	Reasons for seeking assistance**	Primary: Personal and family safety Secondary: Family Functioning
	Referral to other services**	Client was NOT referred to another service

	SCORE type	Goals	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Skills: 3	Knowledge: 2
	SCORE type	Circumstances	
	Assessed by	SCORE directly - practitioner	
	Score domain and rating	Family Functioning: 1	

	SCORE type	Satisfaction
Client Satisfaction data	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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Example 11: Counselling

A TEI service provider runs counselling sessions with individuals and families affected by drug or alcohol misuse. They facilitate the treatment pathway for individuals and their families and ensure they are supported in the community. They support clients to access other services and they work with individuals and their families to plan treatment and set recovery goals. To measure the impact of this counselling service, the service provider does the following:

Step 1. Identify relevant client outcomes	
Step 2. Identify SCORE type and domains	The service provider reviews TEI Outcomes Framework and -
Step 3. Report client information and outcomes into the Data Exchange	

Example 11: Counselling		
Case data	Case ID	Drug and Alcohol Counselling – Family 12
	Outlet*	Family First – Launceston Centre
	Program activity*	Intensive or specialist support
	Total number of unidentified clients associated with case	N/A
	Attendance profile**	Family
	Clients attached to the case	Attach relevant family members
Session data	Session ID	Home visit 1 – July 2019
	Session date*	10/07/2019
	Service type*	Counselling
	Client/support persons attended	Add clients/support persons who attended the session
Client demographic and need data Client demographics must be added for every known client who attended the session. This is an example of one client who attended a session.	Client ID	005
	Given Name*	Laurie
	Family Name*	Smyth
	Name provided is a pseudonym	No
	Estimated DOB	No
	Date of birth*	17/03/1998
	Gender*	Female
	Consent to store personal information in the Data Exchange*	Yes
	Consent for future contact for survey/research/ evaluation*	Yes
	Residential address*	Belmont, VIC, 3216
	Country of Birth*	United Kingdom
	Main language spoken at home*	English
	Is the client Aboriginal or Torres Strait Islander? *	No
	Does the client have one or more of the following impairments, conditions or disabilities?*	No
	Homeless Indicator**	At risk
	Household composition**	Group (unrelated adults)
	Referral source**	Health agency
	Reasons for seeking assistance**	Primary: Mental health Secondary: Community participation
	Referral to other services**	Referral type	External
		Referral purpose	Housing
Client Outcomes data	SCORE type	Goals
	Assessed by	SCORE directly - client
	Score domain and rating	Engagement: 2
	SCORE type	Circumstances

Outcome data should be collected at least twice.	Assessed by	SCORE directly - client
	Score domain and rating	Physical health: 3
	SCORE type	Circumstances
	Assessed by	SCORE directly - client
	Score domain and rating	Mental health: 2
	SCORE type	Circumstances
	Assessed by	SCORE directly - client
	Score domain and rating	Community participation: 1
Client Satisfaction data	SCORE type	Satisfaction
	The service listened to me and understood my issues	4
	I am satisfied with the services I have received	4
	I am better able to deal with issues that I sought help with	4

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