Questions for the Department on DEX – Based on Discussions from the SETS CoP Data Evaluation and Outcomes Sub-Group meeting

(Responses provided by the Department of Social Services - responsible for the Data Exchange)

Is there any further guidance or information on the scale of SCORE ratings (e.g. what does a 1 on the scale represent)?

SCORE is designed to measure the result of a client's interaction with a funded service. It captures a point in time in the client's service journey and should be done when the practitioner notes changes during delivery of the service, or at logical review points.

The 5 point Likert Scale is used to measure a person's opinion on where they believe they sit on a scale of 1 to 5. A Likert Scale typically ranges from one extreme to another, for SCORE this is 'very poor' to 'very good' where 1 equals 'very poor' and 5 equals 'very good.'

SCORE allows organisations to measure client outcomes using their own tools and methods, but to report these outcomes to the Data Exchange in a way that is consistent and comparable. SCORE may be reported through a practitioner assessment, a client-self assessment, support person assessment or a joint assessment.

The Data Exchange website has a number of resources that explain SCORE including a document on How to Use SCORE with Clients. This document is designed as a client friendly, plain English version of SCORE. It is intended to help organisations moving towards outcomes measurement by presenting the SCORE domains for your client to undertake a self-assessment or support person assessment. As way of example, below is a snapshot of two of the Circumstances domains.

SCORE Circumstance domain	1 Very Poor	2 Poor	3 Moderate	4 Good	5 Very Good
Physical Health	My physical health is very poor and this has a profound negative impact on my daily life.	My physical health is poor and this has a negative impact on my daily life.	My physical health is okay and only sometimes negatively impacts my daily life.	My physical health is quite good and only occasionally negatively impacts my daily life.	My physical health is very good and rarely if ever negatively impacts my daily life.
SCORE	☐	☐	☐	☐	☐
Mental health, wellbeing & self-care	My mental health is very poor and this has a profound negative impact on my daily life.	My mental health is quite poor and this has a negative impact on my daily life.	My mental health is okay and only sometimes negatively impacts my daily life.	My mental health is quite good and only occasionally negatively impacts my daily life.	My mental health is very good and rarely if ever negatively impacts my daily life.
SCORE	☐	☐	☐	☐	☐

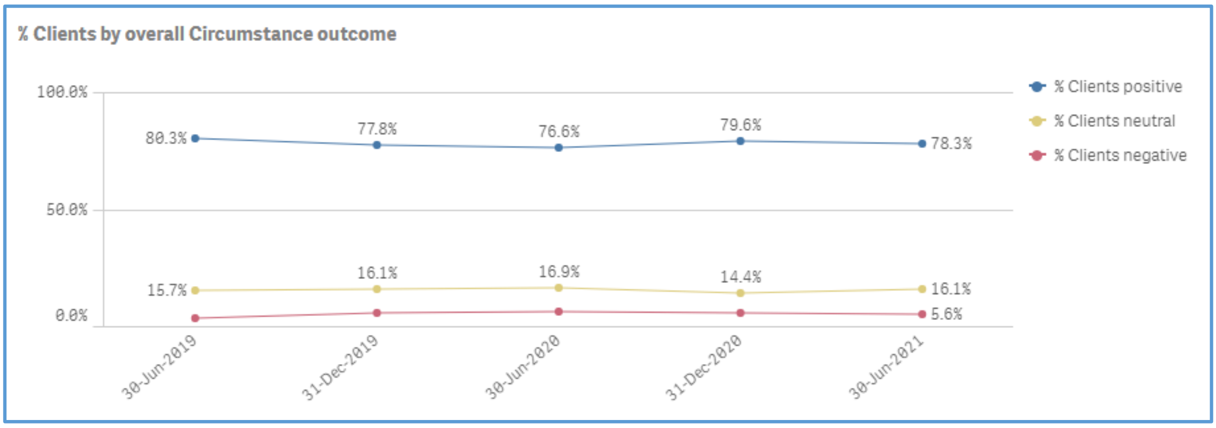
It appears that DEX only tracks short-term outcomes. Is there a way that medium and/or long term outcomes can be reported on DEX?

SCORE assessments capture a point in time in the client's service journey. The Data Exchange Protocols and the Program Specific Guidance both ask organisations to complete a minimum of two SCORE assessments for a client; one towards the beginning of the client's service delivery and again towards the end of service delivery, with optional additional SCOREs throughout.

We recommend SCORE assessments be done when the practitioner notes changes during delivery of the service, or at logical review points. This allows for tracking the client's progress over the medium and longer term.

Is it possible to view long-term progress (i.e. track outcomes) for a client beyond a sole reporting period?

The Data Exchange reports includes a Client Outcomes report, which displays **averaged aggregate outcomes data** for your organisation. There are a number of charts within this report that show trend information across reporting periods, however, this will only show if a specific reporting period is not selected as a filter. Below is an example of the Circumstances trend chart.



How can a lead provider view their sub-contractors' SCORE data?

The Department is working on developing functionality within the existing standard DEX reports that allow lead organisations to view the data of their delivery partners. This is known as 'handshake' data.

Phase one of this work was recently released in the Organisation Overview Report and the Organisation Data Quality Report where Lead Organisations can filter to view the handshake data.

Phase two includes accessing 'handshake' outcomes data. We are hoping to have this functionality available later this year.

Is there a way that the pre-score from a previous reporting period can be used for the next reporting period? This would be useful if a client engages only once a year.

When a SCORE assessment occur within the same domain, regardless of the reporting period, the most recent assessment is paired with the 'pre-SCORE' assessment and displayed within the Client Outcomes report.

If a filter is applied to narrow the data to a specific reporting period – the 'clients assessed' data shows any post-SCORES conducted in that reporting period that are paired with a pre-SCORE that occurred in the same domain in a prior reporting period.

The ‘partially assessed’ data is showing how many pre-score assessments occurred in the selected reporting period.

Would it be possible for DEX to have a function where providers can tick if the “client” they are entering data for is a community leader? This may assist in differentiating community leaders from settlement clients on DEX.

There are no plans at this stage to make this kind of change in DEX, but we will take this feedback on board for future system design changes.

DEX is more challenging for smaller organisations who do not have the same capacity for training or resources for staff to manage DEX input. Is there any further support the Department could provide to smaller SETS providers?

The Data Exchange website has a number of resources available to support organisations in entering their data into the web portal including, short videos, recorded webinars, fact sheets and task cards. In addition to this we operate a free call helpdesk (1800 020 283) where organisations can talk directly with someone experienced in the Data Exchange to help provide support. Organisations are also able to email the Helpdesk dss.dataexchange.helpdesk@dss.gov.au

The Data Exchange and program areas encourage organisations to enter data to DEX regularly, to minimise the administrative burden of inputting 6 months’ data at the end of each reporting period.

The SETS CoP is designed to share best practice and is a useful forum for small providers to get assistance from other SETS providers on any issues related to reporting requirements.

What is considered a “session” that should be reported on DEX and what is a “session” that should not be reported in DEX?

In the Data Exchange, a session is defined as:

‘An individual instance or episode of service, stored within a case, which is ‘related’ to other sessions (when/if they occur)’.

A session record includes the date the service occurred, the kind of service the client(s) received (known as service type) and which of the clients associated to the case were present.

All sessions of service should be leading towards the client achieving a measureable outcome.

A Recording alternative forms of service delivery guide was developed during the COVID-19 pandemic to assist organisations in better understanding when an interaction with a client should/should not be recorded in the Data Exchange.

Is there a way to see people who are SETS eligible and have recently settled to a region on DEX?

The Data Exchange was designed to ensure a client's personal information is protected through strict protocols that comply with the requirements of the *Privacy Act 1988*, including the Australian Privacy Principals (APPs).

All data submitted to the Data Exchange is de-identified and therefore, it is not possible to show individual information about a person's circumstances or where they reside.

Do we need to SCORE groups or only individuals who participate in the groups?

Organisations can report Community SCOREs when a group activity is held but it is not practical to record SCOREs for the individuals attending.

Organisations are able to determine how best to assess the outcomes for their events e.g. a survey, verbal feedback or observations.

When collecting a Community SCORE, there are four domains organisations can report against:

- Group/Community knowledge, skills, attitudes and behaviours for a group of clients or community members participating in the service (where it is not feasible to record the changes for individual members of the group or community)
- Organisational knowledge, skills and practices to better respond to the needs of targeted clients or communities.
- Community infrastructure and networks to better respond to the needs of targeted clients and communities.
- Social cohesion to demonstrate greater community cohesion and social harmony

More information on Community SCORE is available in the DEX Protocols.