Client outcomes

Partnership approach - report available to participating organisations.

This report demonstrates the Standard Client Outcomes Reporting (SCORE) assessments being reported by organisations. It shows the average shift between the earliest and latest SCORE assessments, and how client outcomes fluctuate over time, between program activities and across outlets.

Unique features:

This report as a whole provides a unique view of the outcomes assessments recorded for clients.

Key questions:

- How many of our clients have had outcomes assessments? How many of our clients have had a partial assessment?

- Which SCORE domains have been used to assess clients? Are they the most appropriate for the program(s) we're delivering?

- Is there a difference in client outcomes
    - between activities?
    - between outlets?
    - over different reporting periods?
    - between different client cohorts / demographics?
  What does this tell us? Could these insights lead to changing the way we deliver our service?

- What do the percentages of positive, neutral and negative outcomes assessment tell us? Are there dips or peaks? Is this pattern expected for these clients?

- If you are 'translating' your client outcomes assessments from another tool into SCORE, does this report provide us with a new perspective on trends or patterns within our client group?

Main filters (see filter page):

- Client Type: Individual client or support person
- Delivery organisation
- Outlets
- Program
- Program activity
- Reporting period

Table 1 – Sheet information for the Client outcomes report

Sheets:	Measures / Notes:	Displays:
User guide	• Report purpose and main features	N/A
Overview	• Number of clients with sessions, assessed and partially assessed • Percentage of clients with sessions who have an assessment (paired domains) • Clients with overall positive outcomes in the three areas of circumstances, goals and satisfaction	Bar chart and line graphs
Circumstance: Changes in SCORE **over time**	• Percentage of clients with overall positive, neutral and negative circumstance outcomes • Average change in circumstances over time • Number of clients with paired circumstance domains by reporting period • Number of paired circumstance domains by reporting period	Bar chart, table and scatter graphs
Circumstance: percentage of clients with an overall positive outcome **across outlets**	• Percentage of clients with overall positive, neutral and negative circumstance outcomes • Positive client outcomes by outlet • Clients with paired SCOREs for each circumstance domain • Percentage of positive client circumstance outcomes per activity	Bar graph, table and scatter graph
Goal: changes in SCORE **over time**	• Percentage of clients with overall positive, neutral and negative goal outcomes • Average change in goal outcomes over time • Number of clients with paired goal domains by reporting period • Number of paired goal domains by reporting period	Bar chart and line graphs
Goal: percentage of clients with an overall positive outcome **across outlets**	• Percentage of clients with overall positive, neutral and negative goal outcomes • Positive client outcomes by outlet • Clients with paired SCOREs for each goal domain • Percentage of positive client goal outcomes per activity	Bar graph, table and scatter graph

Sheets:	Measures / Notes:	Displays:
Satisfaction: changes in SCORE **over time**	• Percentage of clients with overall positive, neutral and negative satisfaction outcomes • Average change in satisfaction outcomes over time • Number of clients with paired satisfaction domains by reporting period • Number of paired satisfaction domains by reporting period	Bar chart and line graphs
Satisfaction: percentage of clients with an overall positive outcome **across outlets**	• Percentage of clients with overall positive, neutral and negative satisfaction outcomes • Positive client outcomes by outlet • Clients with paired SCOREs for each satisfaction domain • Percentage of positive client satisfaction outcomes per activity	Bar graph, table and scatter graph
Client demographics	• Number of clients with sessions, and assessed • Gender, CALD, disability, and Indigenous status	Bar charts

Filter page	• Filters
	
	Note: Selection tables on this page also display the total numbers of clients with sessions, and percentage of clients assessed per:
	    o Program
	    o Activity
	    o Outlet
		Tables

Information page	• Glossary of terms used, grouped by category • Version history / Changes	Lists

For all Data Exchange reports, there is additional user guidance available on the Data Exchange website (https://dex.dss.gov.au/).