



Australian Government
Department of Social Services

Data Exchange

Introduction to program outcomes

November 2018

Topics discussed

What are program outcomes?

Why do we measure outcomes?

Developing a program logic

More information

What is an outcome?



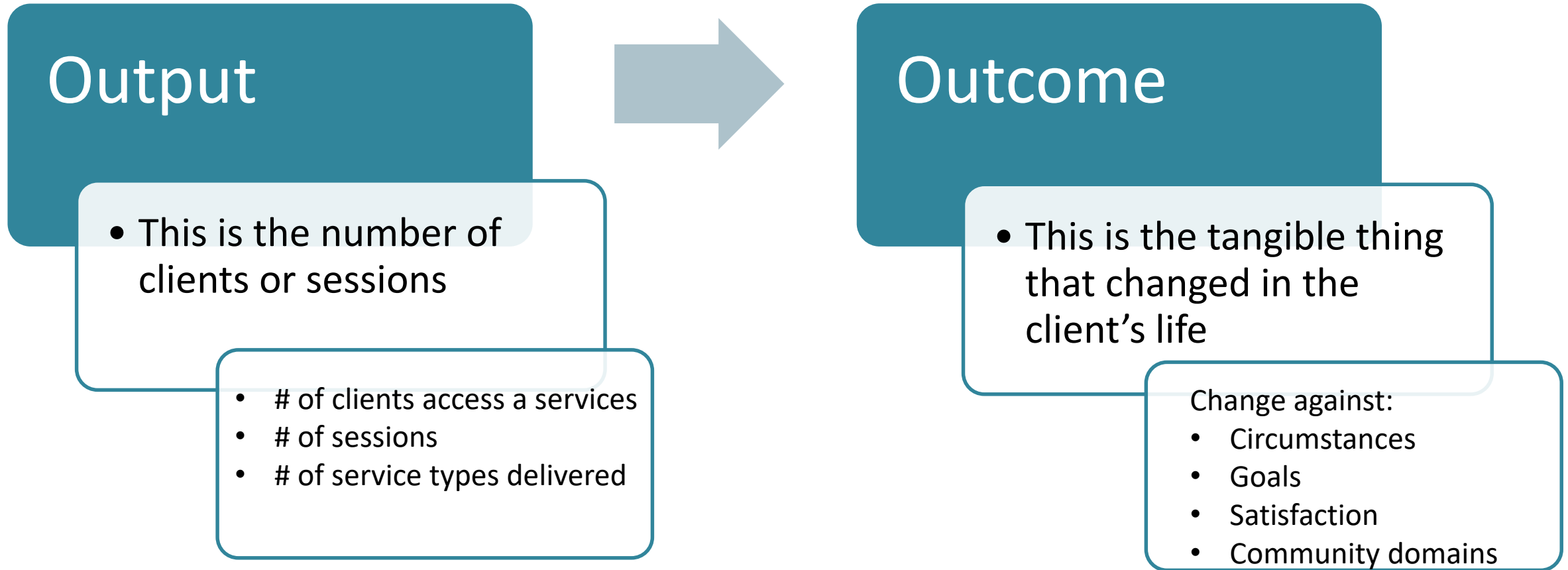
In the Data Exchange

An **outcome** is the change in an individual, group or family's life following interaction with a funded service.

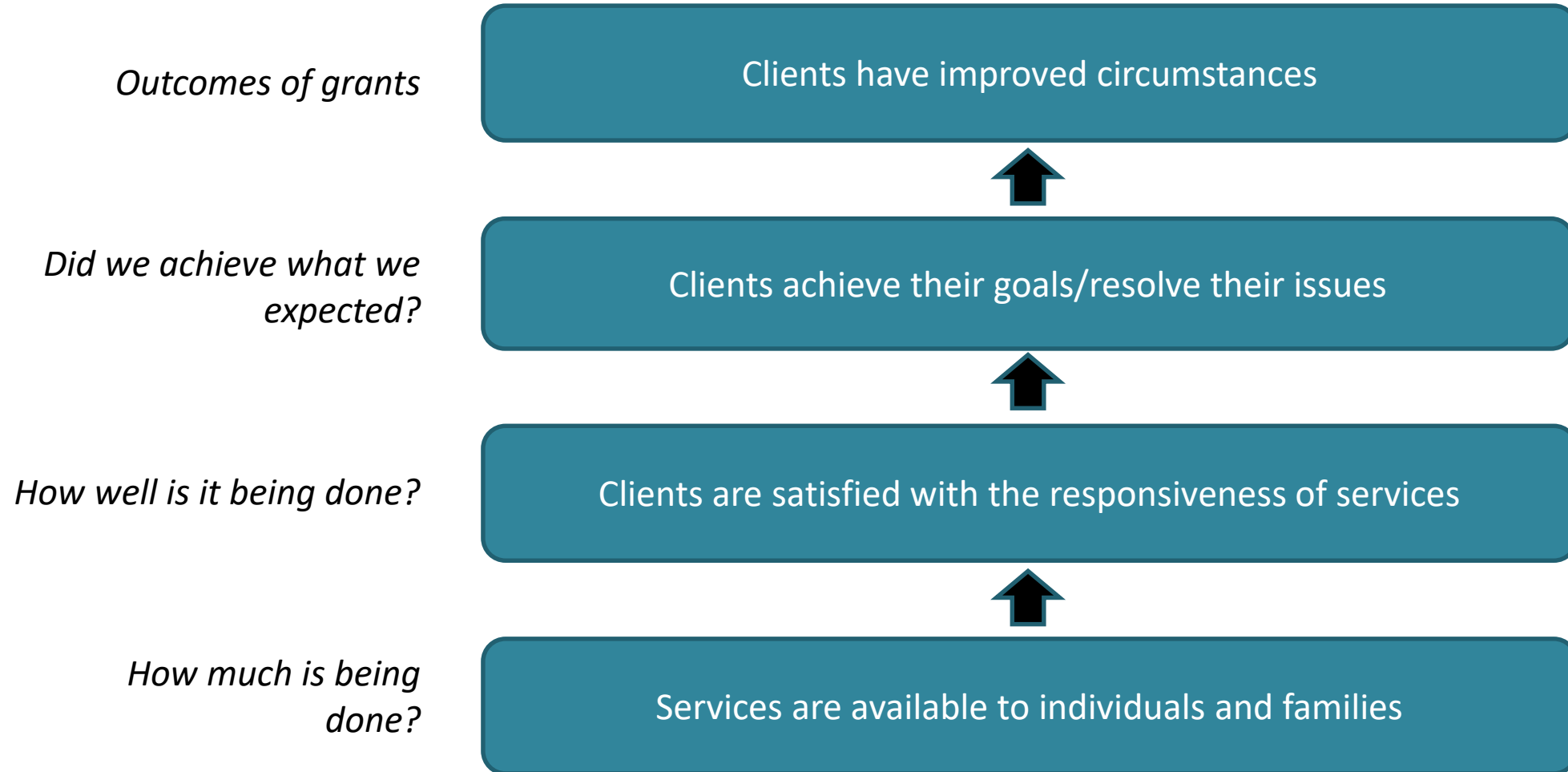
Outcomes can include changes in attitudes, values, behaviours or conditions.

They can be positive, neutral or negative, intended or unintended.

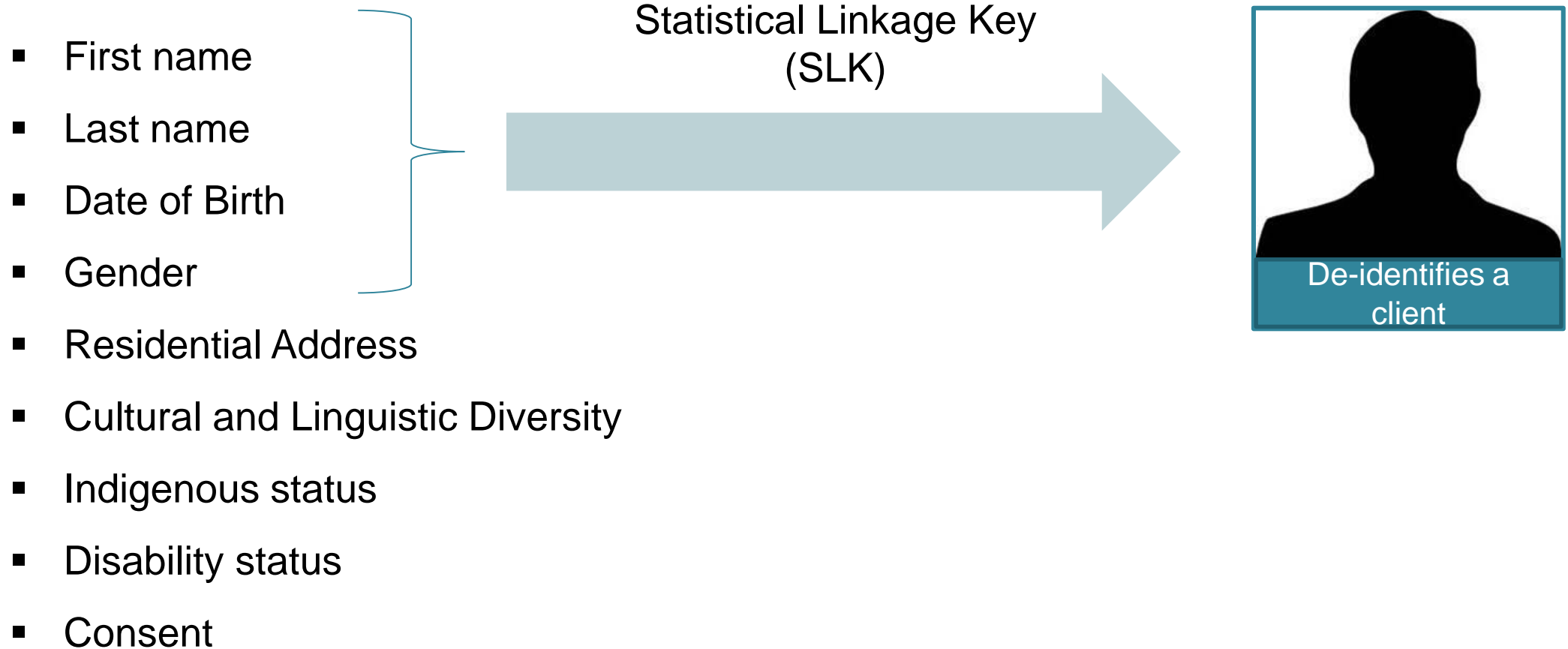
Shifting from outputs to outcomes



Data Exchange Program Performance Story



Priority requirements items



Partnership approach data items

Extended Client demographic detail

- Homeless indicator
- Household composition
- Highest level of education / qualification
- Employment status
- Main source of Income
- Approximate gross income
- Income frequency
- Month / Year of first arrival in Australia
- Visa Type and Ancestry
- Is client a carer
- NDIS eligibility

Client needs and referral reasons

- Primary / Secondary reasons for seeking assistance
- Referral Type (Internal or External)
- Referral Purposes
- Service setting
- Attendance profile

SCORE

Standard Client/Community Outcomes Reporting

- Circumstances
- Goals
- Satisfaction
- Community

Assessed by:

SCORE directly:

- Client / practitioner / joint / support person

Validated outcomes tool:

- Client / practitioner / joint / support person

SCORE domains summary

CIRCUMSTANCES	GOALS	SATISFACTION	COMMUNITY
<ul style="list-style-type: none">▪ Age-appropriate development▪ Community participation & networks▪ Education & skills training▪ Employment▪ Family functioning▪ Financial resilience▪ Housing▪ Material wellbeing & basic necessities▪ Mental health, wellbeing & self-care▪ Personal & family safety▪ Physical health	<ul style="list-style-type: none">▪ Changed behaviours▪ Changed impact of immediate crisis▪ Changed knowledge & access to information▪ Changed skills▪ Empowerment, choice and control to make own decisions▪ Engagement with relevant support services	<ul style="list-style-type: none">▪ I am better able to deal with issues that I sought help with▪ I am satisfied with the services I have received▪ The service listened to me and understood my issues	<ul style="list-style-type: none">▪ Community infrastructure and networks▪ Group / community knowledge, skills, attitudes and behaviours▪ Organisational knowledge, skills & practices▪ Social cohesion



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Why do we measure outcomes?

Why do we measure outcomes?

We measure outcomes to understand the difference programs are making in clients lives.



The benefits for clients

Feeling valued

Confirming that needs
have been met

Opportunity
to reflect on
progress

Altruism -
Improved
services for
other clients

The benefits for organisations

Highlights
performance

Identifies services
that lead to better
outcomes

Monitor impact
of initiatives

Provides
evidence



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How to find program outcomes

How to find your program's outcomes

The screenshot shows the Community Grants Hub website. At the top, there is a navigation bar with 'Glossary' and 'Contact us'. The main header features the Australian Government logo and the 'Community Grants Hub' title with the tagline 'Improving your grant experience'. Below the header is a secondary navigation bar with 'Home', 'About', 'Grants', 'Information', and 'Latest news'. A search bar is located on the right side of this bar. The main content area has a breadcrumb trail 'Home » Grants' and a 'Listen' button. The title 'Grants' is prominently displayed. The text below explains that users can find current grant opportunities and supporting information on the page, including links to 'frequently asked questions' and 'Applying for Grants'. It also notes that there are three selection types: open, restricted, and direct. Finally, it states that outcomes of all funding rounds will be published on the agency's website, the Community Grants Hub website, and GrantConnect.

The screenshot shows the Australian Government Department of Social Services website. The header includes the Australian Government logo and the Department of Social Services name. A navigation bar contains 'Home', 'About the Department', 'Our Responsibilities', 'Grants', 'Careers', 'Ministers', and 'Contact'. A search bar is on the right. The main heading is 'About the Department'. Below this is a 'Listen' button and the text 'Home » Programs & Services'. The section is titled 'Programs & Services' and lists 'Programs and services managed by the Department can be seen in the following areas of this website:'. A list of links follows: 'Families and Children - Programs & Services', 'Housing Support - Programs & Services', 'Seniors - Programs & Services', 'Communities and Vulnerable People - Programs & Services', 'Disability and Carers - Programs & Services', 'Women's Safety - Programs & Services', and 'Mental Health - Programs & Services'. A 'Listen' button is also present. The footer indicates 'Last updated: 19 September 2016 - 4:20pm'.

The screenshot shows the Australian Government Department of Social Services Data Exchange page. The header includes the Australian Government logo and the Department of Social Services name. A navigation bar contains 'Home', 'About', 'Policy Guidance', 'IT Access', 'Training resources', and 'Self-Service Reports'. The 'Policy Guidance' link is highlighted with a red box. The main content area features a large image of a tablet and a smartphone displaying data visualizations. To the right of the image, the text reads: 'Discover how the Data Exchange works to help organisations achieve stronger community outcomes'. Below this text is a 'PLAY VIDEO' button with a play icon.

Example of a program aim

Family and Relationship Services

Description:

Family and Relationship Services aim to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of broad-based counselling and education to families of different forms and sizes. These services focus primarily on prevention, early intervention and target critical family transformations, including formation, extension, and / or separation.

Who is the primary client?

This program is a universal service that provides prevention, early intervention and support for families, couples, children and individuals. Priority should be given to couples forming long-term relationships, families experiencing relationship issues or who at risk of breakdown, families with children at risk of abuse or neglect, and families experiencing disadvantage or vulnerability.

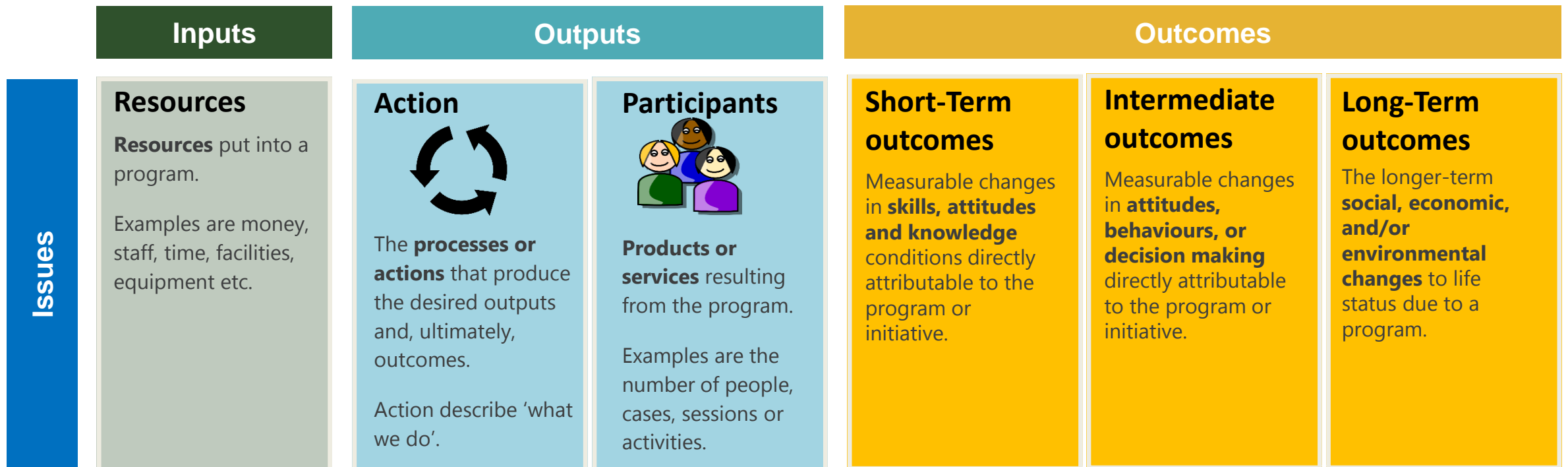


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Developing a program logic

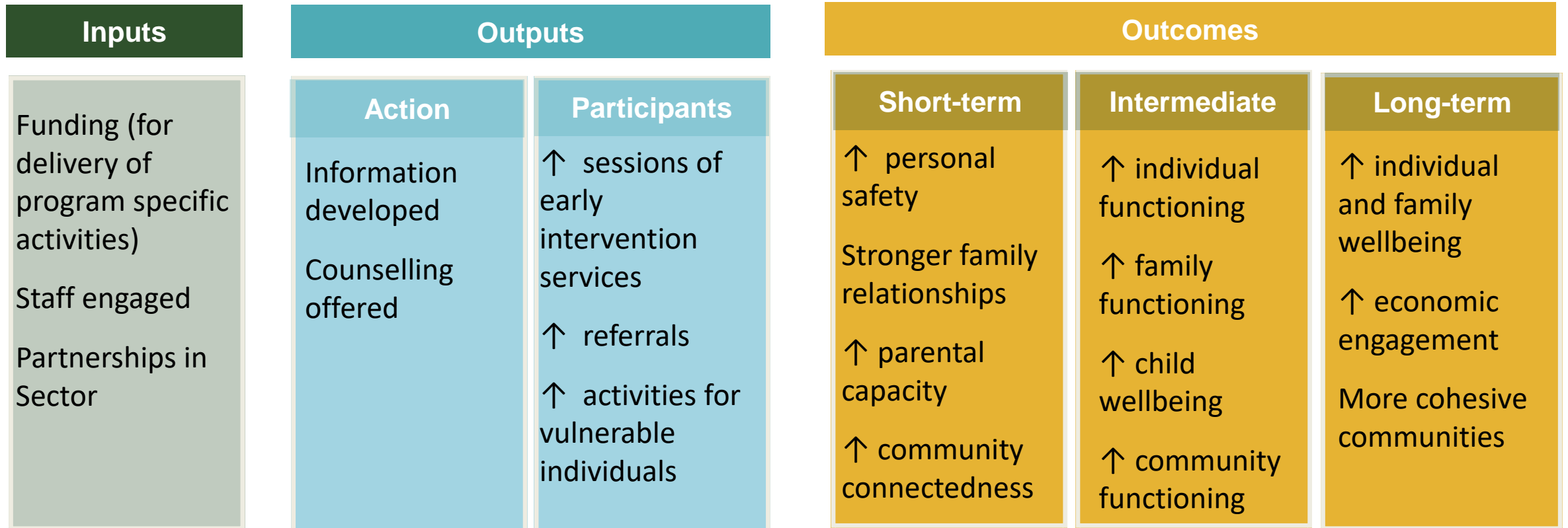
Parts of a program logic

Program Aim/s:



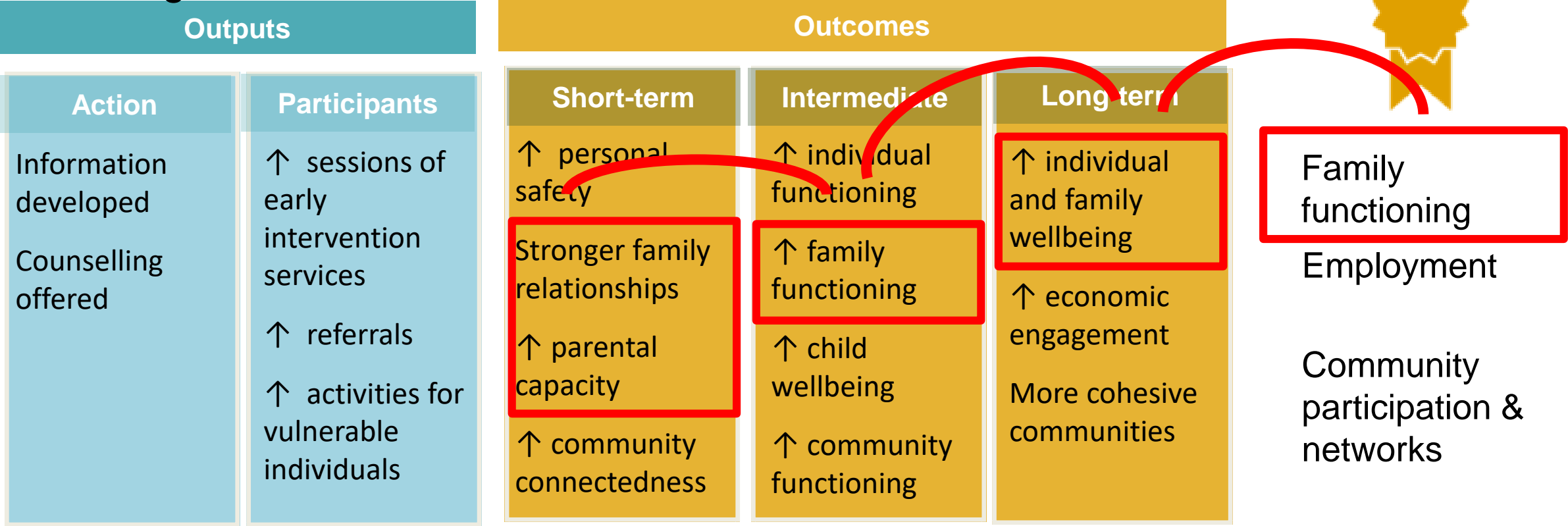
Identifying your outcomes

Program aim/s: To improve child, individual, family and community wellbeing



Link your logic to outcomes

Program aim/s: To improve child, individual, family and community wellbeing



Most Relevant SCORE

Family and Relationship Services:

What areas of SCORE are most relevant?

Service providers can choose to record outcomes against any domains that are relevant for the client. For this program activity, the following SCORE areas have been identified as most relevant:

Circumstances	Goals	Satisfaction	Community
<ul style="list-style-type: none">▪ Age-appropriate development▪ Family functioning▪ Mental health, wellbeing and self-care▪ Personal and family safety	All six Goal outcomes are relevant for this program activity	All three Satisfaction outcomes are relevant for this program activity	<ul style="list-style-type: none">▪ Community infrastructure and networks

Templates for you to use

Activity: Work out your program's logic

Program logic template

Program aims:

Inputs		Outputs		Outcomes		
		Action	Outputs	Short-term	Intermediate	Long-term

Identifying your programs outcomes

Program aims: To improve child, individual, family and community wellbeing

Inputs	Outputs		Outcomes		
	Action	Outputs	Short-term	Intermediate	Long-term
Funding (for delivery of program specific activities)	Information developed	↑ use of early intervention services	↑ personal safety	↑ individual functioning	↑ individual and family wellbeing
Staff engaged	Counselling offered	↑ service integration	Stronger family relationships	↑ family functioning	↑ economic engagement
Partnerships in Sector		↑ access for vulnerable individuals	Increased parental capacity	↑ child wellbeing	More cohesive communities
			↑ community connectedness	↑ community functioning	

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Parts of a program logic

Issues	Inputs	Outputs		Outcomes		
	Resources	Action	Participants	Short-Term outcomes	Intermediate outcomes	Long-Term outcomes
	Resources put into a program. Examples are money, staff, time, facilities, equipment etc.	The processes or actions that produce the desired outputs and, ultimately, outcomes. Action describe 'what we do'.	Products or services resulting from the program. Examples are the number of people, cases, sessions or activities.	Measurable changes in skills, attitudes and knowledge conditions directly attributable to the program or initiative.	Measurable changes in attitudes, behaviours, or decision making directly attributable to the program or initiative.	The longer-term social, economic, and/or environmental changes to life status due to a program.

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SCORE domains

CIRCUMSTANCES	GOALS	SATISFACTION	COMMUNITY
<ul style="list-style-type: none"> Age-appropriate development Community participation & networks Education & skills training Employment Family functioning Financial resilience Housing Material wellbeing & basic necessities Mental health, wellbeing & self-care Personal & family safety Physical health 	<ul style="list-style-type: none"> Changed behaviours Changed impact of immediate crisis Changed knowledge & access to information Changed skills Empowerment, choice and control to make own decisions Engagement with relevant support services 	<ul style="list-style-type: none"> I am better able to deal with issues that I sought help with I am satisfied with the services I have received The service listened to me and understood my issues 	<ul style="list-style-type: none"> Community infrastructure and networks Group / community knowledge, skills, attitudes, and behaviours Organisational knowledge, skills & practices Social cohesion

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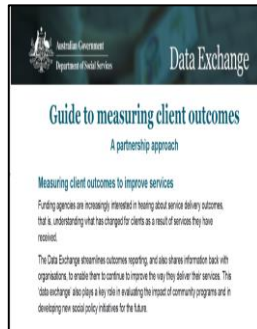


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More information

Useful resources

Visit the Data Exchange website for more information:



Guide to measuring outcomes



Data Exchange Protocols



Additional guidance for using SCORE with clients



Using SCORE to report outcomes

More information

The screenshot shows the homepage of the Australian Government Data Exchange website. At the top left is the Australian Government logo and the text 'Australian Government Department of Social Services'. To the right is the 'Data Exchange' title and a search bar. Below this is a navigation menu with links: Home, About, Policy Guidance, IT Access, Training resources, Self-Service Reports, Helpdesk, and Log in. The main content area features a large banner with the text 'Discover how the Data Exchange works to help organisations achieve stronger community outcomes' and a 'PLAY VIDEO' button. On the right side of the banner is a vertical menu with links: LOG IN, WEBINAR LIBRARY, FIND TRAINING, SUBSCRIBE (highlighted with a red box), CONTACT US, and FEEDBACK. The background of the banner shows a tablet and a smartphone displaying data visualizations.

- Data Exchange website: <https://www.dex.dss.gov.au>
- DEX Helpdesk: 1800 020 283 or dssdataexchange.helpdesk@dss.gov.au
- Subscribe to keep up to date