



Australian Government
Department of Social Services

Data Exchange

Application of outcomes

November 2018

Topics discussed

Choosing an outcomes measurement tool

How does SCORE work?

How to use your data

More information



Australian Government
Department of Social Services

Choosing an outcomes measurement tool

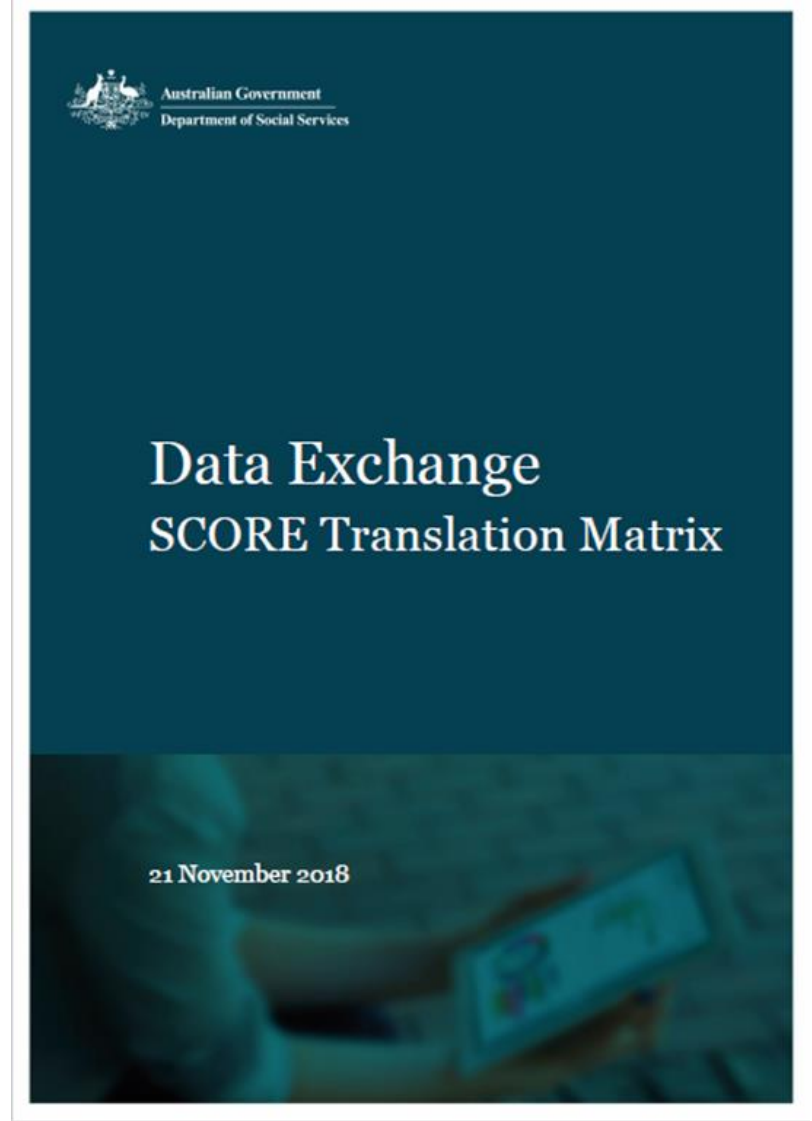
Factors to consider

- Client cohorts using the tool
- Using an existing tool
- Adapting or making your own tool
- Translations to SCORE (if using an outcomes tool)
- Costs of tools (licencing fees)
- Directly into SCORE

<https://aifs.gov.au/cfca/2016/04/14/how-choose-outcomes-measurement-tool>

Translation Matrix

- A resource that translates nine outcomes tools into SCORE
- Re-released in December 2018
- Focus on commonly used tools
- Includes templates and guidance for translating 'in house' tools into SCORE



Outcome measurement tool example

Name..... Date.....

For all questions, please circle the answer most commonly related to you. Questions 3 and 6 automatically receive a score of one if the preceding question was 'none of the time'.

In the past four weeks:	None of the time	A little of the time	Some of the time	Most of the time	All of the time
1. About how often did you feel tired out for no good reason?	1	2	3	4	5
2. About how often did you feel nervous?	1	2	3	4	5
3. About how often did you feel so nervous that nothing could calm you down?	1	2	3	4	5
4. About how often did you feel hopeless?	1	2	3	4	5

**K10
rating of
25**

Example cont....

Outcome measure	K10 Score (10-50)					
Valid use of outcome measure	<p>K10 can be used 'before' and 'after' an intervention to measure changes in mental health, wellbeing and self-care for adults.</p> <p>Caution is needed in interpreting SCORE = three and four as 'positive' outcomes when the K10 rating translates to 'moderate' or 'mild' mental disorder in the instrument.</p> <p>This translation is intended for use with the Australian version of the K10 that uses a one to five rating scale with a total range of 10-50. The rating bands used by the Australian Bureau of Statistics were adopted for the translation.</p> <p>As the K10 is primarily designed to identify the need for treatment, it is most relevant to measuring extremely severe mental disorder (SCORE=1/K10 over 30) and severe mental disorder (SCORE=2/K-10 22-29).</p>					
Recommended SCORE domain	Mental health, wellbeing and self-care (SCORE Circumstances)					
Recommended SCORE translation	SCORE range	1	2	3	4	5
	SCORE descriptors	Very poor	Poor	Moderate	Good	Very Good
	K-10	30+	22-29	16-21*	11-15*	10
<p>For more information about the K10, visit https://www.hcp.med.harvard.edu/ncs/k6_scales.php and http://www.abs.gov.au/ausstats/abs@.nsf/lookup/4817.0.55.001Chapter92007-08</p>						



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How does SCORE work?

How does SCORE work

Initial SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Mental health, wellbeing and self-care



Subsequent SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Mental health, wellbeing and self-care

outcome achieved



Using SCORE directly with clients

Score Outcome Domain	1. Very Poor	2. Poor	3. Moderate	4. Good	5. Very Good
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

[Additional guidance for using SCORE document](#)

SCORE timing examples

Initial

Subsequent



1 session

Initial

Subsequent



6 week program

Initial

Subsequent

Subsequent

Subsequent




1 year program

Reporting how SCORE was made

Assessed by:	How it should be used:
SCORE directly – client	For organisations that don't have a validated outcomes tool, and those that are using the SCORE Likert scale to directly measure outcomes.
SCORE directly – practitioner	
SCORE directly – joint	
SCORE directly – support person	
Validated outcomes tool – client	For organisations using a validated outcomes tool, meaning the tool has been psychometrically tested.
Validated outcomes tool – practitioner	
Validated outcomes tool – joint	
Validated outcomes tool – support person	

Steps to measuring outcomes checklist

	Checklist
	Use the resources on the Data Exchange website.
	Understand your program logic - make sure there is a logical flow between the program and the outcomes being achieved.
	Decide your organisations measurement tool. Think about the tools you use, are they outcomes tools or do they have another purpose?
	Integrate the process and your outcomes tools into service delivery.
	Report regularly to measure client changes over time.
	Review the Client outcomes report and use these data insights for continuous improvement.
	Make sure there is a plan to use this data in the organisation.



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How to use your data



How to access the reports








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

Select 'Go'...

MyDEX Dashboard

Go to

Find **View** **Add**

 Client	 Case	 SCORE	 Client
			 Case
			 Session
			 SCORE

My Organisation


- Manage organisation
- Manage users
- Reference data
- Uploaded files
- Manage action items

Access MyDEX reports **GO**

Report options

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Data Exchange

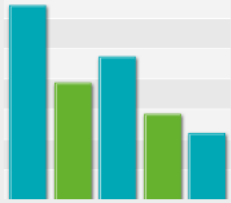
You are logged in to  Logout

[Home](#) > Reports

Reports

Standard reports

Standard Reports




< BACK

Partnership reports

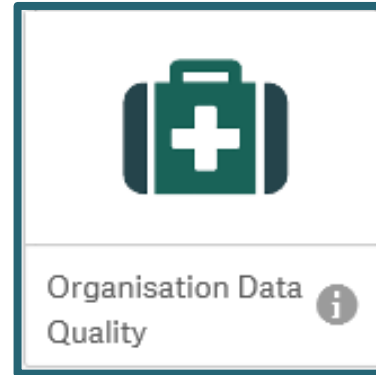
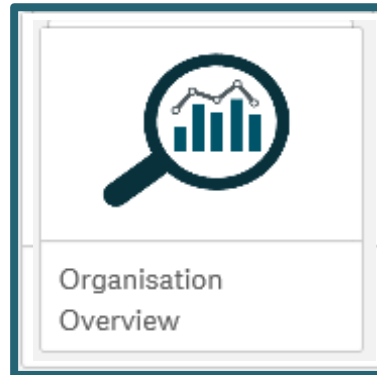
[What is the Partnership Approach?](#)

Partnership Reports

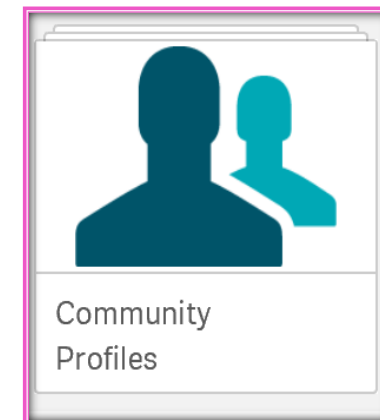
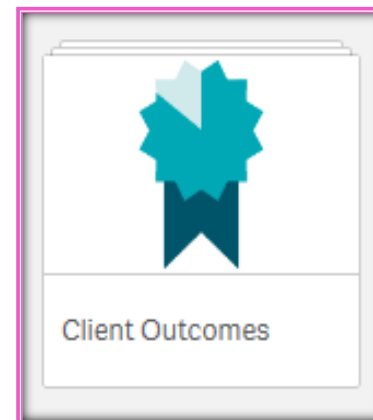
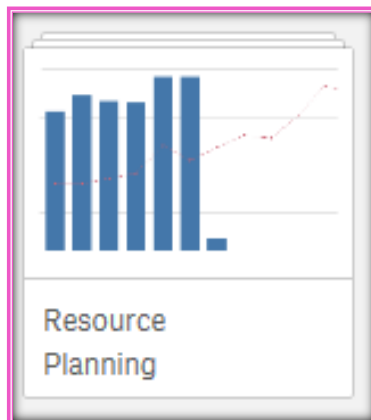


Available reports

Standard reports



Partnership Approach reports



How to turn data into insights

- Check and update the quality of your data
- Define the question you wish to answer
- Consider the context
- Check the Client outcomes report
- Look for patterns and trends
- Apply your insights



The Data Exchange tells you the *what* not the *why*.

Check and update the quality of the data

- Check and update your data quality:
 - Organisation overview report
 - Apply your filters
 - Attendance and sessions sheet
 - Client demographic sheet
 - Data Quality report
 - Birth date details sheet
 - Not stated details sheet
 - Unidentified client details sheet



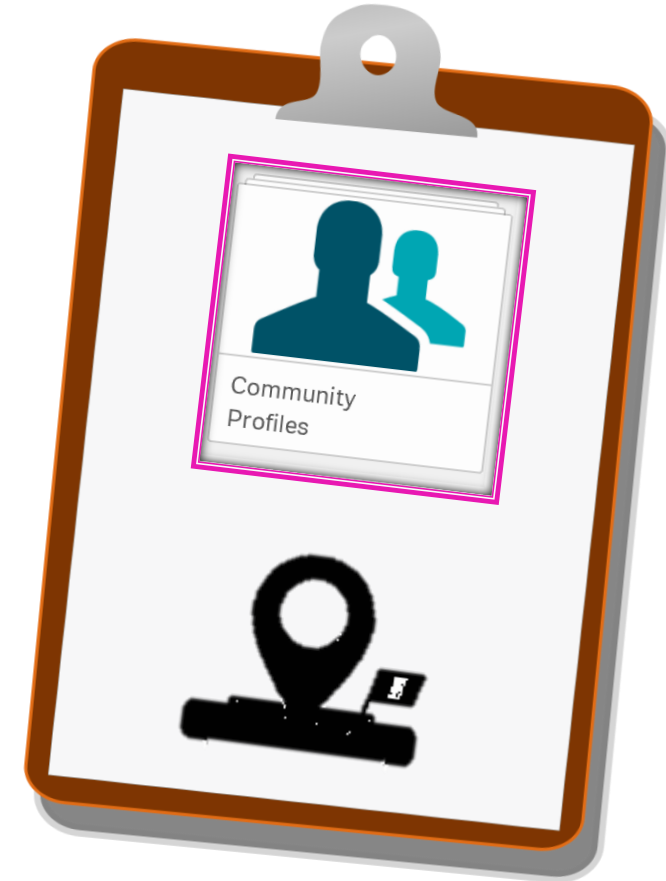
Define the question you wish to answer

What impact has your program had on your clients' circumstances in your service delivery area?



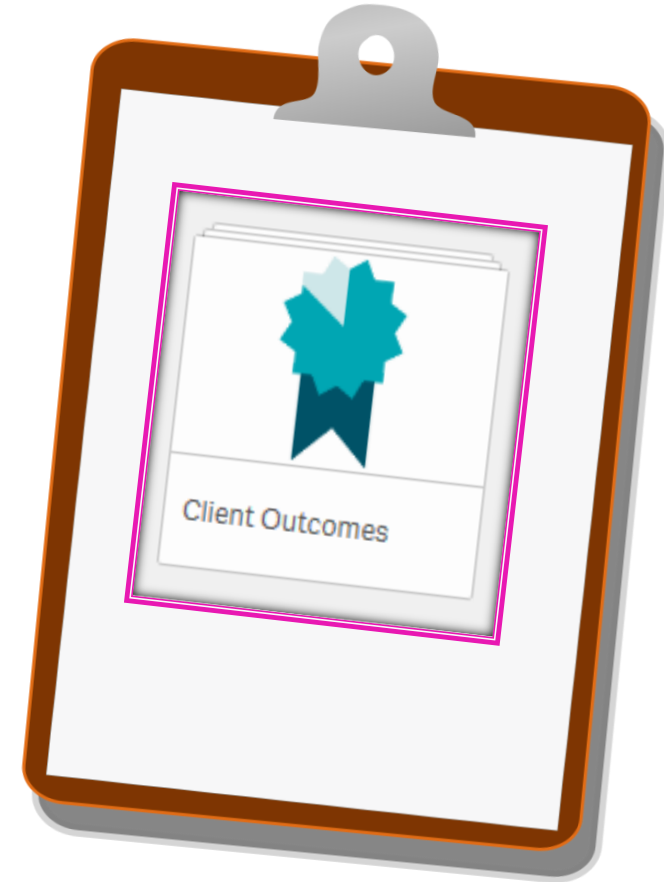
Consider the context

- Check what is happening in the community:
 - Community Profiles report
 - Filter to the area you want to review
 - Select relevant sheets
 - Apply your local knowledge
 - What is happening locally that is impacting your clients



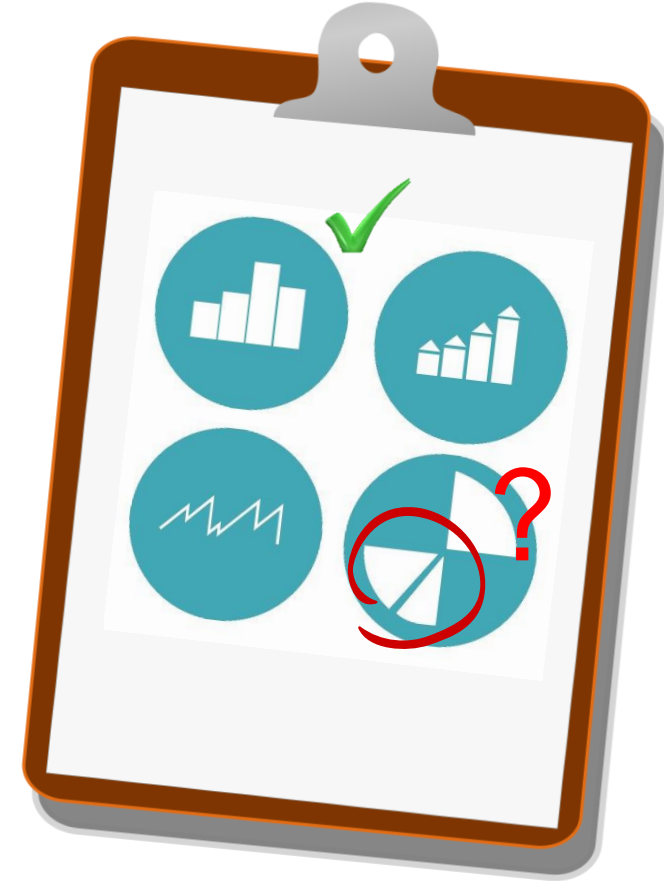
Check the Client outcomes report

- Filter to your:
 - Program/Activity/Outlet
 - Reporting period
 - Client type
 - Client demographics
- Select the Overview sheet:
 - Do the number for clients who have had an assessment completed meet your expectations?
- Select the relevant SCORE component sheets:
 - Is the impact expected?
 - Is it outlet or program specific?
 - Is it SCORE domain specific?



Look for patterns and trends

- Patterns
 - What patterns are observable?
 - Is this what you expected?
 - Is this happening across other outlets and programs?
- Trends
 - Is this happening at certain times of the year?
 - Is this happening in certain programs and outlets?



What is the *big picture* telling you?

Don't stop there... Apply your insights

- Apply what you have discovered
 - Can improvements be made to services in other outlets and programs?
 - Is further training or services required in particular outlets and programs?
- Share your insights
 - With your frontline staff
 - With your team and management



Celebrate **success** and work on driving **innovation** and **change**.

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'. The main header is 'Data Exchange' with a search bar to its right. Below the header 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. To the right of the banner is a vertical menu with icons and text: LOG IN, WEBINAR LIBRARY, FIND TRAINING, SUBSCRIBE, CONTACT US, and FEEDBACK. The banner also shows images of a tablet and a smartphone displaying data visualizations.

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