



Australian Government

The Data Exchange Framework

Streamlined performance reporting



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1 Introduction

1.1 Data Exchange Framework

The Data Exchange Framework (the framework) outlines the approach to program performance reporting in funding agreements. The name Data Exchange reflects the two-way focus on both smarter and more efficient ways of collecting data from organisations, and more useful reporting about the outcomes achieved for individuals, families and communities.

The Data Exchange helps funding agencies and organisations work together to shift the focus of performance measurement from outputs to more meaningful information about service delivery outcomes. Specifically, when compared to previous reporting methods there is:

- significantly fewer data items reported
- streamlined reporting arrangements
- a simple and easy to use IT platform (the Data Exchange)
- greater access to client outcome data
- a partnership approach to reporting information about client outcomes.

Data requirements are divided into two parts: a small set of mandatory **priority requirements** that all organisations report and an extended data set that organisations share with funding agencies in exchange for relevant and meaningful reports, known as the **partnership approach**. This extended data set builds the evidence base regarding the effectiveness of client facing programs and service delivery approaches.

Organisations participating in the partnership approach use the Data Exchange's streamlined system to report outcomes data on their services. The framework also covers population data sourced from other government data sets collated by the Data Exchange and shared with organisations who participate in the partnership approach.

The framework organises the full range of performance reporting data into 'chapters' that tell the 'story' of how funding is used to respond to individual, family and community needs. It describes how the services that organisations provide make positive changes for clients and contribute to the achievement of program outcomes. Each 'chapter' is linked to performance indicators that focus on a particular question such as:

- How much is being done?
- How well is it being done?
- Are we achieving what we expected?

This important information is aggregated in reports against performance indicators in funding agency Portfolio Budget Statements and Annual Reports.

1.2 Framework document

This document outlines the important concepts and high-level requirements associated with the framework. It is to be used as the key reference document for organisations delivering program reporting on the Data Exchange.

Other important documents that support performance reporting in the Data Exchange are:

- **The Data Exchange Protocols:** a support manual intended to guide the consistent implementation of the framework. The Protocols provide practical information for boards, managers and front-line staff to help integrate the consolidated data definitions and requirements into existing service and administrative practices.
- **Program Specific Guidance for organisations:** reporting requirements for each program, to help guide effective performance reporting.

- **The Data Exchange Web Services Technical Specifications and the Bulk File Upload Technical Specifications:** technical manuals about the data format and system requirements for IT managers and systems developers.

2 Principles

The framework is underpinned by three principles that have guided all aspects of design, development and implementation.

1. Organisations should spend less time collecting and reporting administrative data and more time helping clients

In practice, this means collecting streamlined data items, collecting and reporting them in a way that is less time-consuming than previous performance reporting requirements, and feeding back submitted data in ways that are meaningful to organisations.

2. Data collection should focus on client outcomes

The framework shifts the focus of data reporting away from collecting data on service activity outputs to a focus on the outcomes these services achieve for clients. Funding agencies are mindful of the challenges of measuring client outcomes in ways that are relevant, proportionate and rigorous - recognising that organisations are not funded to be specialist researchers or to spend disproportionate amounts of time measuring client outcomes.

The framework captures outcomes in a number of ways. The priority requirements collect information from organisations about the volume of services being delivered to various client cohorts, or “how much is being done” to achieve outcomes.

Organisations participating in the partnership approach also agree to collect a standard set of data items about client outcomes. This provides another important data source to answer the questions “how well is it being done” and “are we achieving what we expected”.

Information about the broader context of achieving client outcomes is provided through the Data Exchange’s collation of population outcome data sets. Combining these different client level data sources about outcomes allows visibility of things like client pathways within and across programs and changes in life circumstances.

3. Client personal information and privacy is protected

Administrative data provided by funded services under the framework will be de-identified so that no personal client information will be accessed by the department or funding agencies.

The Data Exchange will not release the names of individual clients or match a submitted data record back to an individual client. Instead, the client level unit records submitted by the organisation will be de-identified using a statistical linkage key that allows client outcome data to be matched over time and across programs – without disclosing the identity of the individual client.

The Data Exchange Protocols and the Data Exchange website outline how the department and the funding agencies manage personal information in accordance with the *Privacy Act 1988*.

2.1 Program performance story

The framework seeks to tell the ‘story’ about program outcomes by breaking them down into a number of linked ‘chapters’.

- **How much is being done?**—in terms of the services and help available to individuals, families, groups and communities targeted by the program.
- **How well is it being done?**—particularly from the point of view of the individuals, and families who we are trying to help.

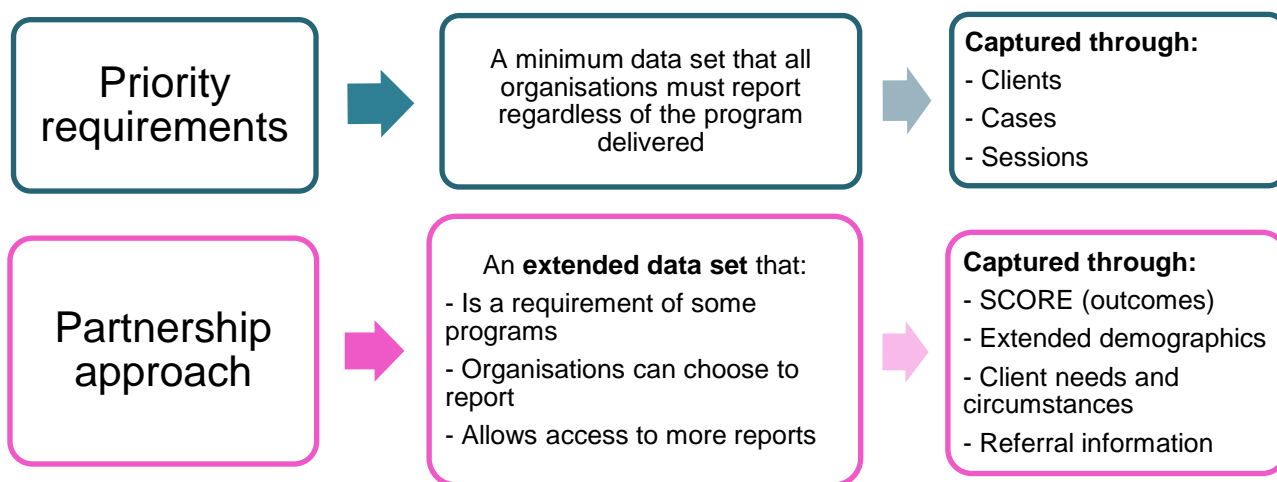
- **Did we achieve what we expected?**—in terms of resolving the issues for which clients sought help, helping clients achieve their individual and family goals and contributing to positive changes in clients’ circumstances.

The framework aligns reporting requirements and performance indicators in funding agreements with the ‘chapters’ in the program performance story, linked to six standard performance indicators and standard data items in the data requirements. These indicators and data items underpin all performance indicators and program-wide reporting.

The data requirements associated with the Data Exchange program performance story are:

- **Priority requirements:** the mandatory priority data requirements that link to telling the story from organisations about ‘how much is being done’ in terms of the number and profile of clients helped and services delivered.

Partnership approach: an extended data requirement that links to the additional chapters of the story from organisations about ‘how well it is being done’ and ‘did we achieve what we expected’. Both of these parts of the story are linked to the new Standard Client Outcomes Reporting (SCORE) data items.



3 Mandatory priority requirements

Administrative data collected and reported under the framework will be client level unit records. This means that the required administrative data can be collected and reported in the same standard format for all program activities reporting on the Data Exchange, rather than in the form of separate aggregate data reports for each funded activity.

The enterprise-wide solution underpinning the framework superseded a number of other IT reporting systems that were in use for programs. The Data Exchange offers additional functionality, allowing system to system transfers, bulk uploads of a data file or direct entry of data records through a web-based portal.

3.1 Priority requirements – client details

Mandatory priority requirements are a small set of data items where it is not practical to obtain the information any other way than by directly collecting the data from the organisation through their interaction with the client. This can be achieved either as part of organisation intake and assessment processes or routine case management practices.

There are eight mandatory data requirements where the information must be sourced. Seven relate to uniquely identifying the client and their key demographic characteristics and one relates to obtaining their consent for the collection and storage of personal information, and participation in follow-up research and evaluation activities. A number of these data items are combined to generate a statistical linkage key (SLK) that uniquely identifies an individual client without disclosing personal information. This allows clients to be

matched on a de-identified basis over time, across program activities and with other government data sets. More information about protecting personal information is outlined in the Data Exchange Protocols.

Details about the definition and ‘counting rules’ for clients in different program and service contexts is covered in the Data Exchange Protocols.

Table 1. Priority requirements – client details

Mandatory data requirements	Data items	Rationale for collection
1. Client name	<ul style="list-style-type: none"> Given name(s) (not disclosed to the funding agency) Last name (not disclosed to the funding agency) If name is a pseudonym 	Used to generate a SLK. This allows clients to be matched on a de-identified basis over time, across program activities and with other government data sets.
2. Date of birth	<ul style="list-style-type: none"> Date of birth Whether date is an estimate 	Used to generate the client SLK and to monitor and report data on the age profile of clients.
3. Gender	<ul style="list-style-type: none"> Gender (Man or Male, Woman or Female, Non-binary, [I/They] use a different term, prefer not to answer) 	Used to generate the client SLK and to monitor and report data on the gender profile of clients – using the Australian Bureau Standard for Sex, Gender, Variation of Sex Characteristic and Sexual Orientation Variables, 2020 ('2020 Standard) .
4. Residential location	<ul style="list-style-type: none"> Line 1 address (optional) Suburb (mandatory) State (mandatory) Postcode (mandatory) 	Used to monitor and report data on the geographical distribution of clients.
5. Indigenous status	<ul style="list-style-type: none"> Indigenous status (Aboriginal, Torres Strait Islander, Both or No) 	Used to monitor and report data on access of Indigenous people to program activities using the AIHW definition to ensure comparability across government data sets.
6. Cultural and Linguistic Diversity (CALD) status	<ul style="list-style-type: none"> Country of birth Main language spoken at home 	Used to monitor and report data on access of CALD clients to program activities using the AIHW definition to ensure comparability of program data across government data sets.
7. Disability	<ul style="list-style-type: none"> Self-reported disability (intellectual/learning, psychiatric, sensory/speech, physical/diverse, none, prefer not to say) 	Used to monitor and report data on access of people with a disability to program activities using the AIHW definition to ensure comparability of program data across data sets.
8. Consent ¹	<ul style="list-style-type: none"> Consent relating to participation in follow up research Consent for the collection and storage of personal information 	Used to indicate a number of clients willing to participate in future research and evaluation activities. Participation is voluntary and clients can withdraw consent at any time. Consent relating to the collection and storage of personal information (refer to Protocols).

Note 1: Research and evaluation activities are subject to ethics approval.

3.2 Priority requirements – consent to participate in research

The requirement to obtain client consent to participate in follow-up research and evaluation activities is used to indicate a pool of potentially willing research participants. This is separate to the consent that organisations need to obtain to collect a client's personal information for the purposes of delivering services.

This question provides a mechanism to allow outcomes and other data to be collected from clients who agree to be part of future research and evaluation activities, without adding to the data collection and reporting burden on organisations. Researchers will still need to make contact with organisations to identify potential participants before any research can be undertaken.

Details of the commissioning and administration of research and evaluation activities will be documented in separate guidelines as part of the Data Exchange Protocols. Any research methods will be subject to ethics approval and will be informed by input from organisations and research experts.

3.3 Priority requirements – service details

To ensure the story can be told about how a program and its service is contributing to the achievement of client outcomes, funded program activities need to be linked to client records. As such, the priority requirements include a small number of additional mandatory service-related data items, such as the service activity date, service type and outlet.

The framework recognises that different organisations have different ways of recording information about clients, cases and service activities. The framework accommodates this diversity by allowing service delivery information to be collected flexibly, in a way that leverages existing organisation practice or business flows, but adopting a consistent way of reporting this information to the Data Exchange across all in-scope funded activities.

There are seven mandatory priority requirements related to the services details, of which one relates to details of the funded activity specified in the Funding Agreement; and six relate to information recorded by organisations about the services received by clients.

The standard concepts used for these data items are: Case and Sessions. Details about the definition and counting rules for these service details are outlined in the Data Exchange Protocols, highlighting how Case and Sessions can be consistently reported in different program and service delivery contexts. Essentially, a Case captures one or more instances (or episodes) of when a service is received by a client that relates to a discrete activity. The term Session is used to describe each individual instance or episode of service.

3.4 Priority requirements – program-specific mandated data items

In some cases, there are a small number of programs that have specific legislative or mandated requirements for the collection of particular data items. These data items will only appear for the relevant programs in the Data Exchange. The details are in the relevant Funding Agreement and Program Specific Guidance documents.

Table 2. Priority data requirements–service details

Mandatory data requirements	Data items	Rationale for collection
1. Case	<ul style="list-style-type: none"> Case ID 	<p>Used to link related clients and services. This is part of a client case or as part of the suite of services to an individual, a couple, a family or group of clients.</p> <p>The Case ID can be automatically generated within the Data Exchange or an organisation can generate a Case ID from their own management information systems.</p>
2. Case details Funded activity	<ul style="list-style-type: none"> Program activity Funded outlet 	<p>Used to link each case record to the funded activity specified in the Schedule to the funding agreement.</p> <p>Organisations create and manage their own outlet details.</p>
3. Case details Clients	<ul style="list-style-type: none"> Client ID (s) 	<p>Used to link each case record to registered clients that may receive services as part of the case. The Client ID can be generated automatically in the Data Exchange or by organisations using alpha-numeric text.</p>
4. Session	<ul style="list-style-type: none"> Session ID 	<p>Used to uniquely identify a discrete service, (instance/episode) within a particular case. The Session ID can be automatically provided or generated by organisations within their own management information systems.</p>
5. Session details Date	<ul style="list-style-type: none"> Date service delivered 	<p>Used to link each session record to the date a client received a service so that the client and service counts can be calculated for any reporting period (e.g. number of clients that received a service in the last six months).</p>
6. Session details Service type	<ul style="list-style-type: none"> Type of service received 	<p>Used to link each session record to the type of service received by the client. A small set of standard service types are used for each Program Activity in the Data Exchange and defined in the Data Exchange Protocols.</p>
7. Session details Clients	<ul style="list-style-type: none"> Client ID (s) 	<p>Used to link each session record to registered clients that actually participated in a service session. The Client ID can be generated automatically in the Data Exchange or by organisations using alpha-numeric text.</p>

3.5 Standard client level unit record

The mandatory data requirements translate into a standard client level unit record for each client that receives a service.

For organisations using the Data Exchange web-based portal, the standard client level unit record is automatically built into the system. For organisations continuing to use their own client information system, the standard client level unit record will be pushed into the Data Exchange using system to system transfers or bulk upload following your coding changes.

Technical details of the data format and requirements for system to system transfers or bulk uploads are in the Data Exchange Technical Specifications.

4 Extended data requirements

4.1 Partnership approach

Organisations may collect additional data items as part of a partnership approach to building the evidence base about the effectiveness of programs. For this information to be useful, it needs to be provided in a consistent manner by all participating organisations, across all program activities.

These extended data requirements, known as the partnership approach, cover an extended client level unit record related to client needs, circumstances and client outcomes.

Under the partnership approach, organisations may be required to incorporate these extended data items into their data collection arrangements. Organisations that report this data will receive tangible benefits through access to comprehensive, tailored partnership reports about their service coverage area (footprint) and client outcomes.

When collecting partnership approach data, organisations agree to collect and report the additional data items for as many clients as possible, with flexibility to accommodate situations where it is not feasible or appropriate to collect particular items. If your organisation collects the partnership approach data, you will be asked to report:

- Client outcome data for the majority of your clients (goals/circumstances SCOREs for individual clients and community SCORE for a group/community).
- Client feedback data for a small sample of your clients.

You may also be asked to report on:

- Information in the extended data set you are already collecting or are able to collect about client needs and presenting context.

Further details about the requirements and flexibility associated with the partnership approach are outlined in the Data Exchange Protocols.

4.2 Extended data requirements – client needs

The first part of the extended data requirements relate to the additional information about client needs and presenting context. For many organisations, these data items are already collected to inform internal planning, but some items (e.g. migration visa category) will only be relevant to specific funded activities.

The extended data requirements related to client needs and presenting context – each of which would be collected when a new client case is established.

Table 3. Extended data items related to client needs and circumstances

Extended data requirements	Data items	Rationale for collection
Reason for seeking assistance	<ul style="list-style-type: none"> ▪ Reason for seeking assistance (main) specified from drop-down list ▪ Reason for seeking assistance (additional) specified from drop-down list 	Reports information about the reason(s) a client sought help from the organisation – to inform service planning to better respond to presenting need. Standardised categories – combining categories used by AIHW for specialist collections.
Referral source	<ul style="list-style-type: none"> ▪ Referral source specified from drop-down list 	Reports information about how clients are referred to the organisation—to inform service planning to better respond to presenting need. Adapted from the AIHW definition to ensure comparability of other government data sets.
Referral to other services	<ul style="list-style-type: none"> ▪ Referral to other service ▪ Referral purpose 	Reports information about whether clients are referred to services for help and the type of service.
Household composition	<ul style="list-style-type: none"> ▪ Household composition specified from drop-down list 	Reports information about the household composition – which is relevant to a range of services working with families. The categories align to the AIHW definition of household composition – but are modified to include data on whether the client is homeless.
Highest level of education/qualification	<ul style="list-style-type: none"> ▪ Level of education/qualification specified from drop-down list 	Reports the level of client education and training. The categories are adapted from the Australian Bureau of Statistic definitions of education and qualifications.
Employment status	<ul style="list-style-type: none"> ▪ Employment status specified from drop-down list 	Reports the client employment status. The categories are adapted from the Australian Bureau of Statistic definitions of employment.
Household income	<ul style="list-style-type: none"> ▪ Main income source specified from drop-down list ▪ Approximate gross income ▪ Income frequency 	Reports information about household income – as a proxy measure of disadvantage.
Translator present	<ul style="list-style-type: none"> ▪ Language translator needed 	Reports use of a translator in the priority requirements. Mandatory item.
Date of first arrival in Australia	<ul style="list-style-type: none"> ▪ Length of time in Australia 	Reports information about recently arrived migrants.
Migration visa category	<ul style="list-style-type: none"> ▪ Visa category specified from drop-down list 	Reports information about recently arrived migrants.
Ancestry	<ul style="list-style-type: none"> ▪ Ancestry specified from drop-down list 	Used to complement the data in the priority requirements—by collecting specific information about ancestry.
Homeless indicator	<ul style="list-style-type: none"> ▪ Yes ▪ No ▪ At risk 	Reports the housing profile of clients, including their risk of homelessness. Adapted from the AIHW definition to ensure comparability of other government data sets.

Extended data requirements	Data items	Rationale for collection
Attendance profile	<ul style="list-style-type: none"> Profile of attendees specified from drop-down list 	Reports the relationship between the client and other people attending a session.
Carer status	<ul style="list-style-type: none"> Yes No 	Reports the caring status of a client.
NDIS eligibility	<ul style="list-style-type: none"> NDIS in-progress access request NDIS eligible NDIS ineligible 	Reports information on the NDIS eligibility of a client, and captures data where an application is in-progress.

4.3 Extended data requirements – client outcomes

The second part of the extended data requirements in the partnership approach relate to reporting information about client outcomes.

Organisations use a diverse range of instruments and methods for measuring client outcomes, often linked to organisational and sector-specific priorities. In some program areas, specific validated instruments are already used by a number of organisations. In other program areas, significant work is planned to develop new validated instruments that can be used to rigorously measure client outcomes.

While there is a strong rationale for more standardised instruments to improve the rigor in measuring client outcomes, this needs to be done in ways that do not impose additional administrative costs on organisations. In line with the principles underpinning this framework, funding agencies are mindful that organisations are not funded to be specialist researchers or to spend disproportionate amounts of time measuring client outcomes.

The SCORE approach used in the extended data requirements, allows organisations to measure client outcomes using a range of instruments, tools and methods but to report the outcomes in a consistent and comparable way. SCORE focuses on four extended data requirements that can be collected as part of service delivery activities, each measured on a simple scale from 1 to 5.

Three extended data requirements help to tell the story about outcomes achieved for individual clients:

- Changes in client circumstances in relevant outcome domains.
- Progress in achieving individual goals set within relevant goal domains.
- Client satisfaction with the contribution of the service to meeting their needs.

One helps to tell the story about outcomes for a group/community:

- Changes in group, organisation and community capacity to address need(s). In addition to the SCORE data collected by organisations, client outcome data will be collected from de-identified data matching with other government data sets – for example to determine changes in characteristics of your service coverage area.

When participating in the partnership approach, organisations reporting outcomes achieved for individual clients agree to report circumstances and goal SCOREs for the majority of their clients and client satisfaction SCOREs for a small sample of clients.

Organisations reporting outcomes for services involving groups of clients agree to report the group/community SCORE for the majority of their clients. Further details about the specific requirements and flexibility associated with the partnership approach are outlined in the Data Exchange Protocols.

Table 4. Extended data items related to client outcomes

Extended data requirements	Data items	Rationale for collection
1. SCORE date	<ul style="list-style-type: none"> ▪ SCORE date 	<p>The SCORE date is the date information is recorded about the particular client outcome—typically either the start of the client’s period of service, at a service review point, or at the end of the client’s period of service.</p> <p>The SCORE date is used to track changes from the start to the end of the client’s service. For one-off assistance, there is typically only one score date.</p>
2. Client circumstances SCORE	<ul style="list-style-type: none"> ▪ Client circumstances SCORE (main outcome domain) ▪ Client circumstances SCORE (other outcome domains that apply) 	<p>Used to monitor and report information about changes in client circumstances—structured around eleven outcome domains where changes may be sought for clients of funded programs.</p> <p>The client circumstances SCORE is recorded towards the start of the client’s period of service and towards the end of the client’s period of service—although an organisation may also record the SCORE at any point in-between.</p> <p>The client circumstances SCORE is recorded for the main outcome domain that is relevant for the client – although an organisation may also choose to record additional outcome domains that apply if considered informative and appropriate.</p>
3. Client goal SCORE	<ul style="list-style-type: none"> ▪ Client goal SCORE (main goal domain) ▪ Client goal SCORE (other goal domains that apply) 	<p>Used to monitor and report information about client progress in achieving individual goals or dealing with the issues they sought assistance with – structured around six goal domains where changes may be sought for clients of funded programs.</p> <p>The client goal SCORE is recorded towards the start of the client’s period of service and towards the end of the client’s period of service. Organisations may also record a SCORE at any point in-between.</p> <p>The client goal SCORE is recorded for the main goal domain that is relevant for the client – although an organisation may also choose to record a SCORE for additional goal domains that apply if considered informative and appropriate.</p>
4. Client satisfaction SCORE	<ul style="list-style-type: none"> ▪ Client satisfaction SCORE (three key domains of satisfaction) 	<p>Used to monitor and report client self-reported agreement with key statements about their experience of the service:</p> <ul style="list-style-type: none"> ▪ The service listened to me and understood my issues. ▪ I am satisfied with the services I have received. ▪ I am better able to deal with issues that I sought help with. <p>The client satisfaction SCOREs are typically recorded towards (or at the end of) the client’s period of service. Separate protocols for collecting client feedback data are outlined in the Data Exchange Protocols –addressing ethical and practical issues such as confidentiality, sampling of clients and the timing of data collection.</p>

5 Standard client outcomes reporting (SCORE)

5.1 SCORE approach

The Standard Client Outcomes Reporting (SCORE) used in the extended data requirements (the partnership approach) allows organisations to measure client outcomes using a range of self-selected program specific tools and methods – but to report these outcomes in a consistent and comparable manner.

The key principles and features underpinning SCORE are:

- The use of a simple **five-point rating scale** for reporting client outcomes to provide a consistent and comparable mechanism to translate complex assessments of client outcomes into a quantified rating. A five-point scale is used: two negative responses, one neutral response, and two positive responses. For example, in the client satisfaction SCORE, the client is able to self-report that they disagree (1), tend to disagree (2), neither agree nor disagree (3), tend to agree (4) or agree (5) with certain claims about the responsiveness and help provided by the service.
- The **flexibility for organisations to use different instruments** for measuring client outcomes – and to translate this data into a consistent and comparable rating. For example, some organisations working with clients with a mental illness use Recovery Star, a 10-point scale tool for recording progress in achieving client goals. These organisations are able to continue to use this methodology and simply translate the results into the five-point SCORE scale.
- The **flexibility for organisations to use different methods** for measuring client outcomes and to translate this data into a consistent and comparable rating. Depending on the service context, measuring client outcomes may involve an organisation's practitioner assessment, a client self-assessment, or a joint assessment. The SCORE approach accommodates each of these different methods, with the results then translated into the five-point SCORE scale.
- The reporting of SCORE client outcomes is designed to be **closely linked to service delivery practices** with SCOREs recorded at times when organisations are already collecting client information. This is typically towards the start of a case (presenting client circumstances) and towards the end of the case (exiting client circumstances). This collection of information at different points of time allows changes in SCOREs (e.g. a change from a SCORE of 1 to 3) to be associated with a positive, negative or neutral client outcome over the period of the assistance.
- The SCORE approach to reporting client outcomes **recognises and attempts to accurately capture the complexity of achieving client outcomes in a service delivery context**. Rather than relying on a single measure of client outcomes, the SCORE approach covers four components so that it is possible to 'tell the story' of what was achieved. Three help to tell the story about outcomes achieved for individual clients, which are outlined below. The fourth helps tell the story to record changes achieved for clients involved in group/community activities.

5.2 SCORE – individual client outcomes

The SCOREs used to record changes for **individual client outcomes** are:

- **Client Circumstances SCORE**—based on an assessment of changes in the client’s circumstances in the areas relevant to the assistance provided.
- **Client Goal SCORE**—based on the client’s and/or organisation’s assessment of progress in achieving goals related to the issues they sought help with.
- **Client Satisfaction SCORE**—based on client’s self-reported perceptions about the responsiveness of the services and whether they are better able to deal with issues they sought help with.

These three SCORE components are intended to comprehensively describe what has changed for a client following the receipt of a service. For example, a client may self-report high satisfaction with the service and have made significant progress in achieving their individual goals—but still not achieved any immediate change in their life circumstances because of the complexity of their needs. In this case, the three SCORE components allows positive outcomes to be reported (client satisfaction and goal attainment) while acknowledging that additional help is needed to change the client’s circumstances.

5.3 SCORE group outcomes

The SCORE used to record changes for **groups and communities outcomes** is:

- Community SCORE - based on an assessment of changes in groups, organisations or communities capacity to better meet their needs.

5.4 SCORE component: changed client circumstances

Information about changes in client circumstances is structured around eleven outcome domains where changes may be sought for clients of funded programs.

- Physical health.
- Mental health, wellbeing and self-care.
- Personal and family safety.
- Age-appropriate development.
- Community participation and networks.
- Family functioning.
- Financial resilience.
- Employment.
- Education and skills training.
- Material wellbeing and necessities.
- Housing.

For any individual client and for any particular program or service episode, different outcome domains will have different levels of significance and relevance. The minimum requirement for reporting data would be to report on client circumstances for the single most relevant outcome domain at the start of the client’s period of service and then again at the end of the client’s period of service or other relevant review points. Organisations have the option of reporting on one or two other key domains if they consider this additional reporting to be informative and appropriate.

Towards the start and end of the client’s period of service, or at a relevant review point, the client circumstances are recorded using a standard five-point scale. For each outcome domain, the same five-point scale is used—ranging from 1 to 5 with standard descriptions of the scale items applying to each domain. A summary of the scale for the client circumstances SCORE in each outcome domain are:

Table 5. Circumstances SCORE domains

SCORE Circumstance domain	1: Negative impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Physical health	Significant negative impact of poor physical health on independence, participation and wellbeing	Moderate negative impact of poor physical health on independence, participation and wellbeing	Progress towards improving physical health to support independence, participation and wellbeing	Sustained initial improvements in physical health to support independence, participation and wellbeing	Adequate ongoing physical health to support independence, participation and wellbeing
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
Personal and family safety	Significant negative impact of poor personal and family safety on independence, participation and wellbeing	Moderate negative impact of poor personal and family safety on independence, participation and wellbeing	Progress towards improving personal and family safety to support independence, participation and wellbeing	Adequate short term personal and family safety to support independence, participation and wellbeing	Adequate ongoing personal and family safety to support independence, participation and wellbeing
Age-appropriate development	Significant negative impact of poor age-appropriate development on independence, participation and wellbeing	Moderate negative impact of poor age-appropriate development on independence, participation and wellbeing	Progress towards improving age-appropriate development to support independence, participation and wellbeing	Adequate short term age-appropriate development to support independence, participation and wellbeing	Adequate ongoing age-appropriate development to support independence, participation and wellbeing
Community participation and networks	Significant negative impact of poor community participation and networks on independence, participation and wellbeing	Moderate negative impact of poor community participation and networks on independence, participation and wellbeing	Progress towards improving community participation and networks to support independence, participation and wellbeing	Adequate short term community participation and networks to support independence, participation and wellbeing	Adequate ongoing community participation and networks to support independence, participation and wellbeing
Family functioning	Significant negative impact of poor family functioning on independence, participation and wellbeing	Moderate negative impact of poor family functioning on independence, participation and wellbeing	Progress towards improving family functioning to support independence, participation and wellbeing	Adequate short term family functioning to support independence, participation and wellbeing	Adequate ongoing family functioning to support independence, participation and wellbeing

SCORE Circumstance domain	1: Negative impact	2: Moderate negative impact	3: Middle ground	4: Adequate over the short term	5: Adequate and stable over the medium term
Financial Resilience	Significant negative impact of poor financial resilience on independence, participation and wellbeing	Moderate negative impact of poor financial resilience on independence, participation and wellbeing	Progress towards improving financial resilience to support independence, participation and wellbeing	Adequate short term financial resilience to support independence, participation and wellbeing	Adequate ongoing financial resilience to support independence, participation and wellbeing
Employment	Significant negative impact of lack of employment on independence, participation and wellbeing	Moderate negative impact of lack of employment on independence, participation and wellbeing	Progress towards improving employment to support independence, participation and wellbeing	Adequate short term employment to support independence, participation and wellbeing	Adequate ongoing employment to support independence, participation and wellbeing
Education and skills training	Significant negative impact of lack of engagement with education and training on independence, participation and wellbeing	Moderate negative impact of lack of engagement with education and training on independence, participation and wellbeing	Progress towards improving engagement with education and training to support independence, participation and wellbeing	Adequate short term engagement with education and training to support independence, participation and wellbeing	Adequate ongoing engagement with education and training to support independence, participation and wellbeing
Material well-being and basic necessities	Significant negative impact of lack of basic material resources on independence, participation and wellbeing	Moderate negative impact of lack of basic material resources on independence, participation and wellbeing	Progress towards stability in meeting basic material needs to support independence, participation and wellbeing	Adequate short term basic material resources to support independence, participation and wellbeing	Adequate ongoing basic material resources to support independence, participation and wellbeing
Housing	Significant negative impact of poor housing on independence, participation and wellbeing e.g. 'rough sleeping'	Moderate negative impact of poor housing on independence, participation and wellbeing e.g. living in severe overcrowding; or at significant risk of tenancy failure	Progress towards housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate short term housing stability to support independence, participation and wellbeing e.g. supported transitional housing	Adequate ongoing housing stability to support independence, participation and wellbeing e.g. stable private rental or social housing

5.5 SCORE component: Progress in achieving individual goals

Information about achieving individual goals is structured around key goal domains that support changes in client circumstances:

- Changed knowledge (e.g. awareness and knowledge for support options).
- Changed skills (e.g. life skills).
- Changed behaviours (e.g. reduced harmful behaviours).
- Empowerment, choice and control to make own decisions (e.g. confidence to seek help early where issues arise).
- Engagement with relevant support services (e.g. willingness to engage with referral agencies).
- Changed impact of immediate crisis.

For any individual client and for any particular program or service episode, different goal domains will have different levels of significance and relevance. The minimum requirement for reporting data would be to report on client goals for the single most relevant goal domain at the start of the case and then again at case closure. Organisations have the option of reporting on one or two other key domains if they consider this additional reporting to be informative and appropriate.

For each outcome domain, the same five-point scale is used—ranging from 1 (no progress in achieving goals) to 5 (full achievement of goals). A summary of the scale for the client goals SCORE in each outcome domain are:

Table 6. Goal SCORE domain

SCORE Goal domain	1: No progress	2: Limited progress with emerging engagement	3: Limited progress with strong engagement	4: Moderate progress	5: Fully achieved
Changed knowledge and access to information	No progress in increasing access to information and knowledge in areas relevant to clients' needs and circumstances	Limited progress to date in achieving information/knowledge goals—but emerging engagement	Limited progress to date in achieving information/knowledge goals—but strong engagement	Moderate progress to date in achieving information/knowledge goals	Full achievement of goals related to increasing access to information and knowledge in areas relevant to client's needs and circumstances
Changed skills	No progress in increasing skills in areas relevant to clients' needs and circumstances	Limited progress to date in achieving skills goals—but emerging engagement	Limited progress to date in achieving skills goals—but strong engagement	Moderate progress to date in achieving skills goals	Full achievement of goals related to increasing skills in areas relevant to client's needs and circumstances
Changed behaviours	No progress in changing behaviours in areas relevant to client's needs and circumstances	Limited progress to date in achieving behaviour goals—but emerging engagement	Limited progress to date in achieving behaviour goals—but strong engagement	Moderate progress to date in achieving behaviour goals	Full achievement of goals related to changing behaviours in areas relevant to client's needs and circumstance
Empowerment, choice and control to make own decisions	No progress in increasing confidence and exercising choice/control in making decisions that impact client's needs	Limited progress to date in achieving empowerment, choice and control goals—but emerging engagement	Limited progress to date in achieving empowerment, choice and control goals—but strong engagement	Moderate progress to date in achieving empowerment, choice and control goals	Full achievement of goals related to increasing confidence and exercising choice/control in making decisions that impact client's needs
Engagement with relevant support services	No progress in increasing engagement with support services relevant to client's needs and circumstances	Limited progress to date in achieving engagement goals—but emerging engagement	Limited progress to date in achieving engagement goals—but strong engagement	Moderate progress to date in achieving engagement goals	Full achievement of goals related to increasing engagement with support services relevant to client's needs and circumstances
Changed impact of immediate crisis	No progress in reducing the negative impact of the immediate crisis	Limited progress to date in achieving goals to reduce the negative impact—but emerging engagement	Limited progress to date in achieving goals to reduce the negative impact—but strong engagement	Moderate progress to date in achieving goals to reduce the negative impact	Full achievement of goals related to reducing the negative impact of the immediate crisis

5.6 SCORE component: Client satisfaction

Organisations currently use a variety of tools and methods for collecting feedback from clients about their satisfaction with the contribution of the service to meeting their needs.

The SCORE approach provides a standard scale for reporting client satisfaction against three domains that relate to the contribution of the service to meeting their needs. Client satisfaction SCOREs are typically recorded towards or at the end of a case.

Table 7. Satisfaction SCORE domain

SCORE satisfaction domain	1: Disagree	2: Tend to disagree	3: Neither agree or disagree	4: Tend to agree	5: Agree
The service listened to me and understood my issues	Disagrees that the service listened to me and understood my issue/s	Tend to disagree that the service listened to me and understood my issue/s	Neither agrees nor disagrees that the service listened to me and understood my issue/s	Tend to agree that the service listened to me and understood my issue/s	Agrees that the service listened to me and understood my issue/s
I am satisfied with the services I have received	I am not satisfied with the services I have received	Tend to disagree that I was satisfied with the services I have received	Neither agrees nor disagrees that the services listened to me and understood my issue/s	Tend to agree that I was satisfied with the services I have received	I am satisfied with the services I have received
I am better able to deal with issues that I sought help with	Disagrees that I am better able to deal with my issue/s	Tend to disagree that I am better able to deal with my issue/s	Neither agrees nor disagrees that I am better able to deal with my issue/s	Tend to agree that I am better able to deal with my issue/s	Agrees that I am better able to deal with my issue/s

5.7 SCORE for group and community activities

In addition to working with individual clients and families, many organisations also work with groups of people and organisations within communities to strengthen community capacity and resilience. While it is often impractical to collect detailed information about the individual clients participating in these activities or to report individual client outcomes, information about group and community outcomes is an important part of 'telling the story' about what the organisation and program has achieved.

Reporting outcomes for group or community activities is achieved by using Community SCORE. This reflects four domains where changes can occur for a group or a community. Community SCORE captures changed knowledge, skills and behaviours for a group of clients or community members participating in the service; changed knowledge, skills and practices within organisations that the service works with; changed community structures and networks to better respond to the needs of targeted clients and communities; and social cohesion.

As with the other SCOREs, the same five-point scale is used across each of these domains, from 1 (no change) to 5 (significant change). A summary of the scale for reporting SCOREs for group or community activities are:

Table 8. Community SCORE domain

SCORE Community domain	1: No change	2: Limited change with emerging engagement	3: Limited change with strong engagement	4: Moderate change	5: Significant change
Group/community knowledge, skills, attitudes and behaviours	No change in knowledge, skills, attitudes, behaviours	Limited change in knowledge, skills, attitudes, behaviours - but emerging engagement	Limited change in knowledge, skills, attitudes, behaviours - but strong engagement	Moderate change in knowledge, skills, attitudes, behaviours	Significant positive change in knowledge, skills, attitudes, behaviours
Organisational knowledge, skills and practices	No change in organisational knowledge, skills, practices to respond to the needs of targeted clients/communities	Limited change in organisational knowledge, skills, practices - but emerging engagement	Limited change in organisational knowledge, skills, practices - but strong engagement	Moderate change in organisational knowledge, skills, practices	Significant positive change in organisational knowledge, skills, behaviours to better respond to the needs of targeted clients/communities
Community infrastructure and networks	No change in community infrastructure/networks to respond to the needs of targeted clients/communities	Limited change in community infrastructure/networks - but emerging engagement of community networks	Limited change in community infrastructure/networks - but strong engagement of community networks	Moderate change in community infrastructure/networks	Significant positive change in community infrastructure/networks to better respond to the needs of targeted clients/communities
Social cohesion	No change in demonstration of greater community cohesion and social harmony	Limited change in demonstration of greater community cohesion and social harmony - but emerging engagement in issues	Limited change in demonstration of greater community cohesion and social harmony - but stronger engagement in issues	Moderate demonstration of greater community cohesion and social harmony	Significant positive demonstration of greater community cohesion and social harmony

5.8 Reporting qualitative outcomes data

Some organisations may want to communicate qualitative data about their service context and the achievement of client outcomes as an additional part of ‘telling the story’.

While this is not requested as part of the Data Exchange, this information can be provided by organisations at their request, through engagement with their Funding Arrangement Manager.

6 Client survey data items

In addition to administrative data collected by funded services, program specific information is complemented by additional client survey data sets. The conduct of this research will require a clear purpose and full ethics approval.

While the scope and frequency of program specific client surveys will be dependent on available resources and ethics approval, they could cover the aspects of program performance such as achievement of client outcomes, need and client experience.

7 Population data items

In addition to administrative data collected by funded services, program performance reporting is complemented by additional population data sets collated centrally by the department. This will draw on established collections including:

- Australian Bureau of Statistics (ABS) Census (including the use of Census data for reporting the Socio-Economic Indexes for Areas—SEIFA).
- General Social Survey (ABS), updated every four years (last implemented in 2010, previous surveys were 2006 and 2002).
- The Australian Early Development Index, updated every three years.
- The National Household Survey (ABS), updated every three years.
- Personal Safety Survey (ABS).
- The Australian Health Survey (ABS).
- AIHW minimum data sets.

8 Data Exchange reports

The intention of the framework is to allow easy and timely access by organisations and funding agencies to relevant reports. The reports reflect the data that your organisation has reported into the Data Exchange.

The broad categories of the Data Exchange reports are:

- Administrative data reports – drawing on the standard (priority requirements) and extended (partnership approach) administrative data sets.
- Strategic intelligence data reports – drawing on the population data sets.

All organisations have the ability to run self-service reports about their data. They can generate these reports whenever they require by logging into the Data Exchange web-based portal. Organisations reporting the partnership approach have access to additional reports, in exchange for sharing the extended data set.