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| **Information – Someone telephones, drops in or is participating in another activity and enquires about additional information** (record as a stroke and report total weekly) | | | | | | | | | | | | | |
| **P-Parent**  **A-other adult**  **Y-young person**  **C-child** | **Physical Health** | **Mental Health Wellbeing and self-care** | **Personal and Family Safety** | **Age Approp. develop-ment** | **Age Approp. develop-ment (parents)** | **Community Participa-tion and Networks** | **Family Function-ing** | **Financial Assistance** | **Material Wellbeing** | **Employ-ment** | **Education & Train** | **Housing** | **Other** |
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**IF IN PERSON, ASK TO FILL IN THREE QUESTION SURVEY** (see template) **IF PHONE use this** (see script)

**Phone Questions x 3**

**Script** – Thank you for calling …………… (name of service). Would you mind answering three questions, so we know we have helped you today.

***On a scale of 1 to 5 where 5 is really good and 1 is bad, could you please tell me:***

1. If you felt listened to and understood (pause for answer or to explain scale)

2. Did you get the information you were after (pause for answer/explain scale)

And

3. Has your immediate concern/need/crisis (choose appropriate word) been met.

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| **Satisfaction Outcomes – Phone enquiries** | | | | | | | | | | | |
| 1. **Listened to and understood** | | | | | |  | 1. **Satisfied – got information** | | | | |
| **Date** | **1**  **bad** | **2** | **3** | **4** | **5 good** |  | **1**  **bad** | **2** | **3** | **4** | **5 good** |
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| 1. **Immediate need/crisis has been met (Goal Outcome)** | | | | | |
|  | **1** | **2** | **3** | **4** | **5** |
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| **Referral – this is assisted only. You make an appointment, arrange for a worker to speak to them, formally introduce them to another service (by phone or in person), refer using an arranged system** (record as a stroke and report total weekly) | | | | | | | | | | | | | |
| **P-Parent**  **A-other adult**  **Y-young person**  **C-child** | **Physical Health** | **Mental Health Wellbeing and self-care** | **Personal and Family Safety** | **Age Approp. develop-ment** | **Age Approp. develop-ment (parents)** | **Community Participa-tion and Networks** | **Family Function-ing** | **Financial Assistance** | **Material Wellbeing** | **Employ-ment** | **Education & Train** | **Housing** | **Other** |
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## What would you use this template for?

### Information and Referral

This is a stats sheet that can be used by organisations to collect specific data on the information that community members are accessing at their service and also data on supporting a referral to a different program. The columns are broken into those in the ***Circumstances*** domain of DEX and while you are not required to collect this detailed information by DCJ, the data may help you to understanding current and emerging need in the community and you could use this information to plan services that you coordinate through the hub (if this is also work that you do). You would report the total (one number) as *Unidentified Clients* in a *Session* in your DEX platform. The *Session* could be one that reports this data monthly (ie: February 2020) or weekly (ie: week commencing 17/02/20). As you are not identifying the clients, the *Satisfaction* information can not be recorded in DEX either, however it could be used to inform a *Community* SCORE (outcome). Depending on how you set up your DEX platform, you might have one *Case* named Information and Referral or two *Cases*, one named Information and the other Referral. Each *Session*, be it monthly or weekly, gets attached to the appropriate *Case* name. You would record a referral on the stat sheet if you make an appointment for someone or take them physically to another service, an assisted referral, not providing a phone number (that is Information). If a community member comes to see you about a number of issues, you would record all of those.

To use this counting system for an event you could group the information each organisation has available on their tables/stalls into the *Circumstance* domain categories and ask those same organisations to ‘count’ how many people turn up to their stall/table

#### Services coordinated in the Hub

For services that you partner with other organisations in the space that you coordinate, there is an argument that you could ask participants whether the service was helpful, relevant or met their immediate need BECAUSE of the partnership and your role in providing the space and/or booking service and maybe other resources. You may want to know if the service that you provide the space for is meeting community needs, you may also want to know if visitors are treated with respect etc when using the space YOU manage, regardless of whether they are visiting another service. There are also instances where it might be appropriate to collect data on Goals. Whether or not it is appropriate for you to collect the personal information required to enter each participant on DEX (so that your *goals* and *satisfaction* SCORES are reported) would be a negotiation with the organisation you are partnering with.

#### Satisfaction outcomes

Unless you are collecting individual client information and reporting identified clients, you are not able to report *satisfaction* on DEX. However, collecting this information will inform how well you are providing that service and help you to make an informed judgement when reporting the *Community* SCORE.

We have provided both a survey for drop-in community members looking for information and/or referral (3 questions, 3 surveys on a separate A4 page which you would need to cut for individual surveys) and a script and table on this stat sheet to record telephone responses for people who phone for information and/or referral. We suggest that you have a locked feedback box at your reception or similar place and ask people to complete the short survey and put it in the box for their privacy. Remember, unless you are collecting individual information to enter each person who walks through your door on DEX, you will not be able to enter survey data in DEX. This information should be tallied and kept for conversations within your organisation for continuous improvement and with your CPO.

*At the end of February 2020, DCJ will be releasing guides to help services determine how they report on DEX and tools for collecting SCORE (outcomes) from clients and community groups. DCJ and LCSA are also developing a tool to help Community development organisations and/or Neighbourhood Centres collect data. This tool will most probably supersede these resources.*

*Because services have been asking how they would collect outcomes data when the DEX platform does not adequately cater for unidentified data collection on services, Fams has created these templates for you to use as ideas or as a basis for developing your own tools.*