



**"Amplify  
the Sector"**



# Acknowledgement of Country

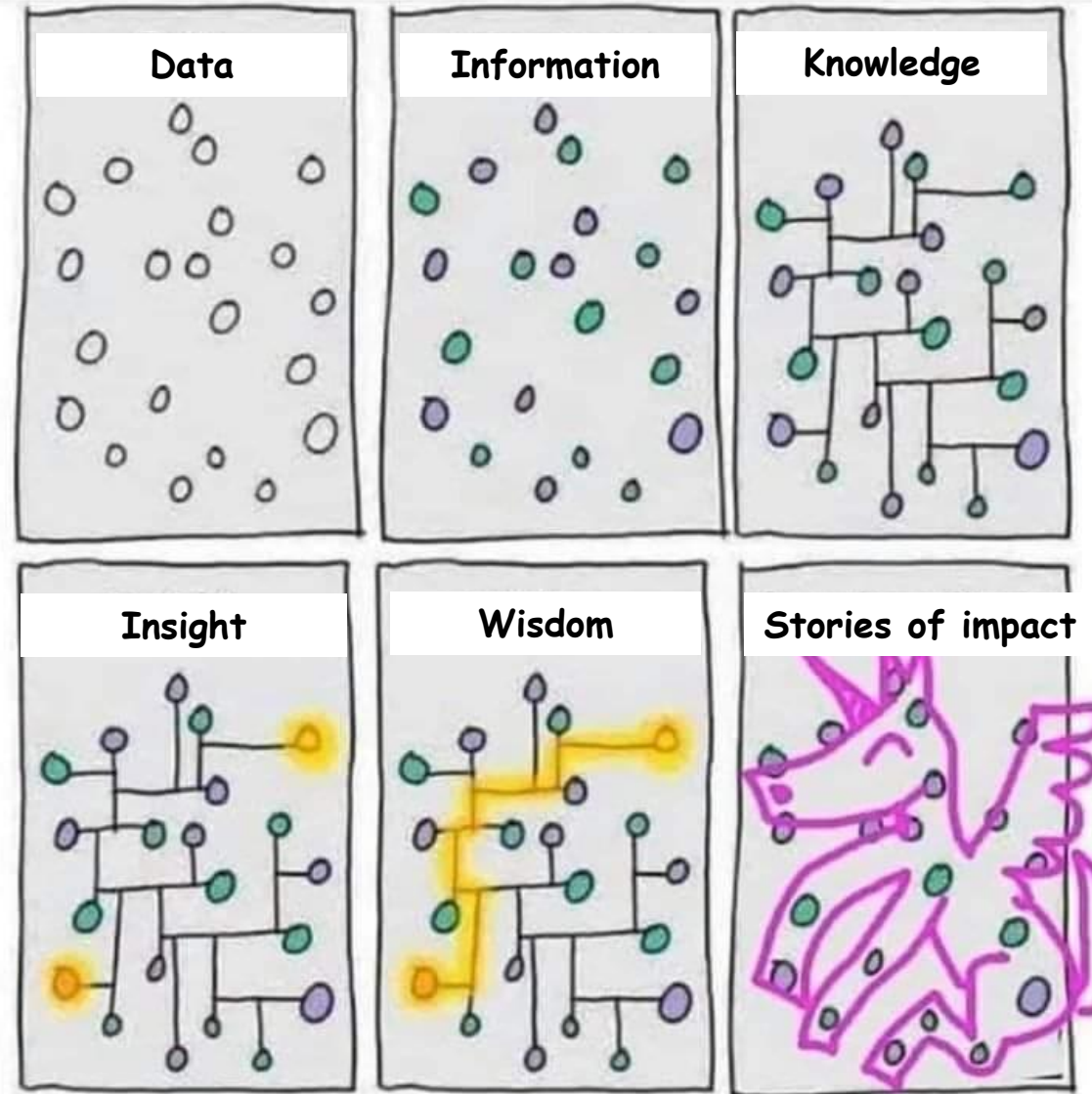
The Gadigal people are the Traditional Custodians of the land on which our office stands. We pay our respects to Elders past, present and emerging.

We also acknowledge the Traditional Custodians of the land on which our member organisations operate and the lands on which we travel across for our work.

# Why are you here today?

How do you talk about the work you do?

- To your manager
- Staff and colleagues
- Board or Management committee
- Funders
- Potential sponsors
- And most importantly in the community with your clients!



*We know the impact of the work the sector does is often hidden!*

# Today's Session



HOUSEKEEPING &  
INTRODUCTIONS



AMPLIFY PROJECT



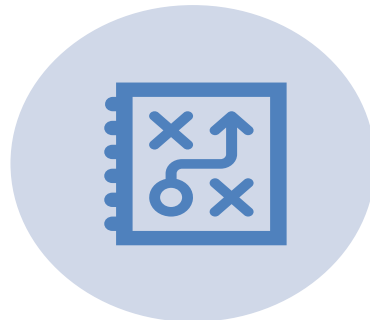
MEASURING  
OUTCOMES



IDENTIFYING  
STORIES



AMPLIFYING  
YOUR IMPACT



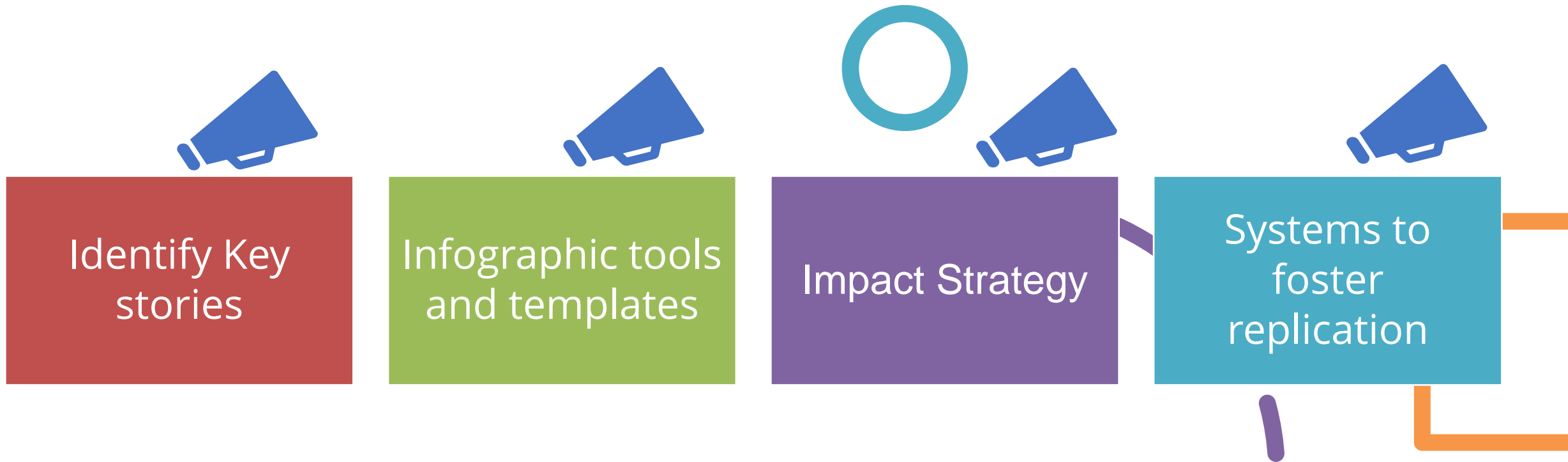
Q & A



NEXT STEPS

# Scope Outcomes

Fams Amplify the Sector project will work with sector organisations to take a deep dive into data to discover stories of social impact.



*Project parameter 10 x 1 hour sessions with Amplify project organisations*

# Eligibility

The EOI process will help us identify 10 organisations across NSW

We look forward to seeing organisation's across the sector express interest in this project

Fams particularly encourages the following to apply:

- Remote/Rural
- ACCO's
- Multicultural communities
- Multiple service and program activity types

## **AMPLIFY CHECKLIST**



Minimum Data Set demographics  
(Identified or de-identified clients)



Paired SCORE data



Internal and External referrals

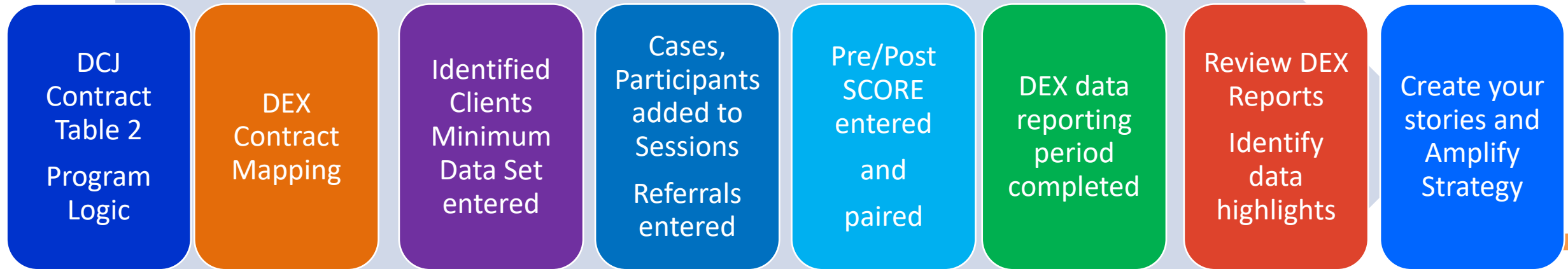


Permission to share DEX Data &  
Reports with Fams

# Amplify Project Timeline



# Steps to DEX Story Telling

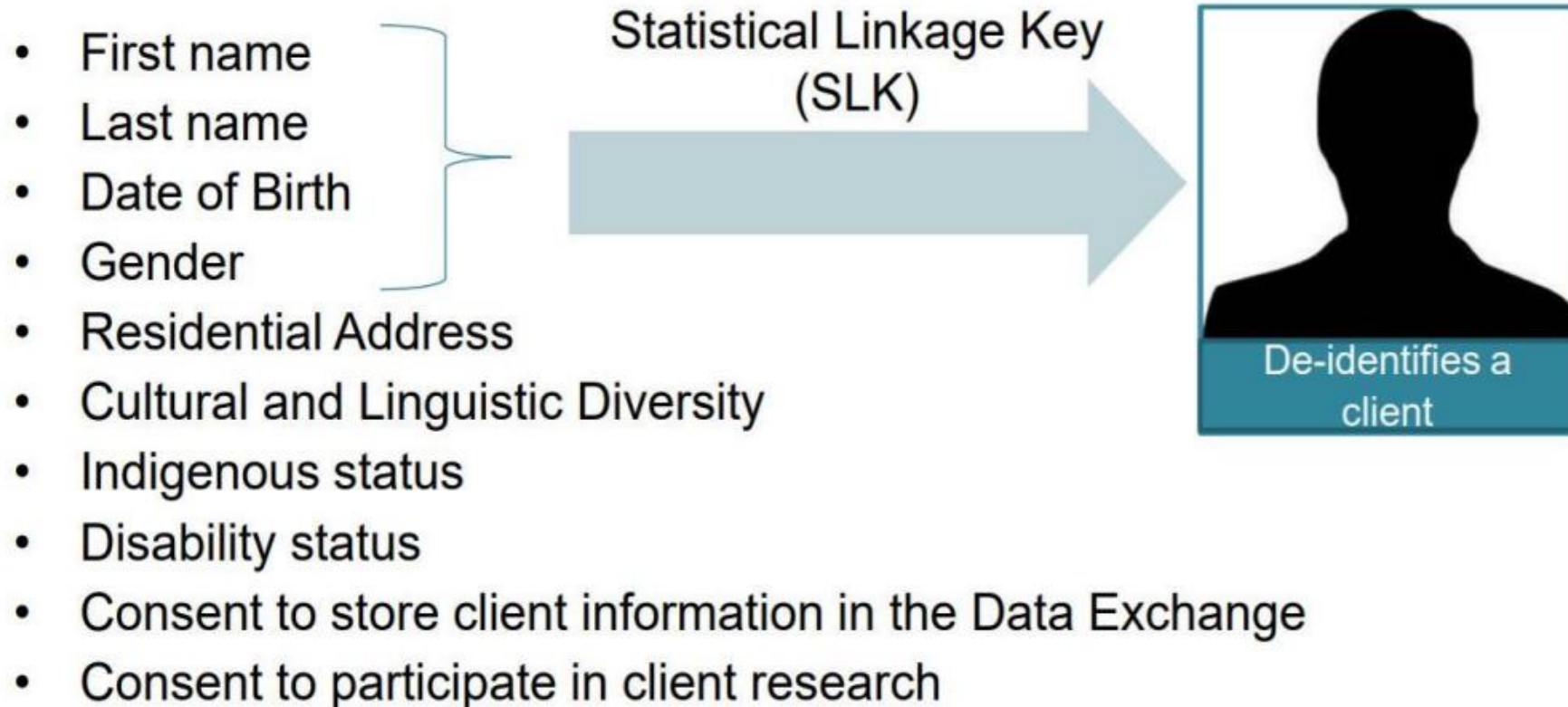


Is it the number of times clients have attended your service, their shift of knowledge or goals, their experience of belonging to the community?



# Refresher: Statistical Linkage Key (SLK)

In the Data Exchange, a client is defined as an individual who receives a service as part of a funded activity that is expected to lead to a measurable outcome.



# Refresher: DEX SCORE

Collect outcomes data for all clients where possible.

Within reason and in alignment with ethical requirements of your organisation.

Client SCORE assessment is recorded at least twice to pair

**SCOREs only pair when the following match in DEX:**

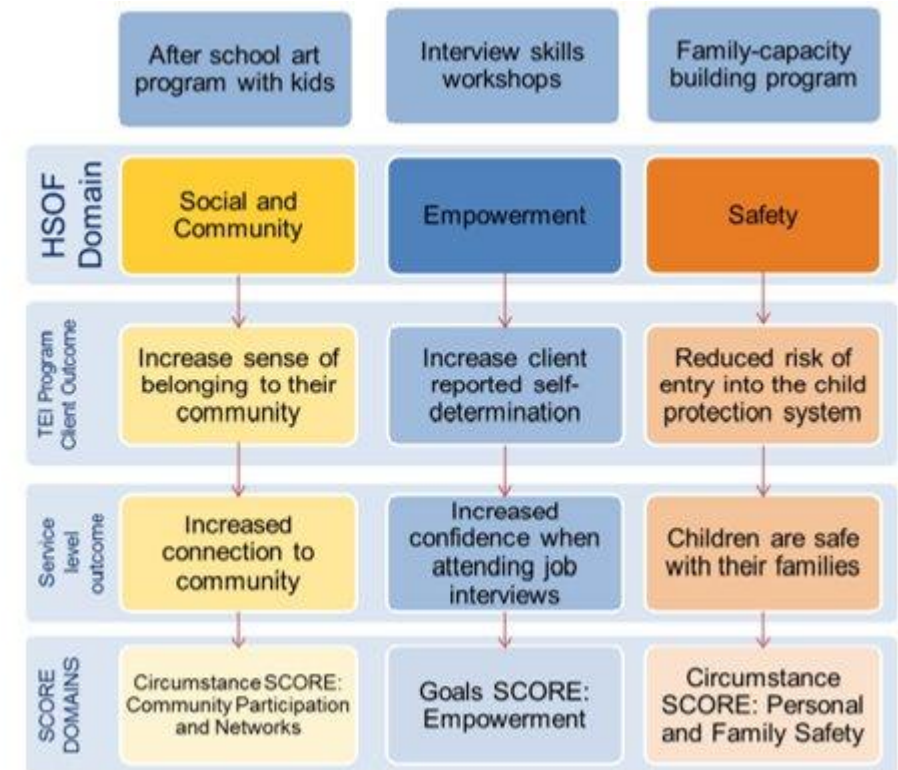
- Client ID
- Program Activity
- Service Type
- Assessment Type (eg Client or Practitioner)
- Outcome Type (eg Circumstances or Goals)
- Outcome Domain (eg Empowerment)



Top tips:

Only SCORE on outcomes you are funded to deliver for DEX

- [TEI short guide to developing surveys](#)



# SCORE Domains

## CIRCUMSTANCE SCORE

Highlight changes in your clients circumstances

Increased knowledge or connection etc

Not used for Empowerment domain

Initial and Post SCORE for at least 50% of clients

## GOALS SCORE

Measure progress in achieving goals related to the service and help sought by your clients

Can sit across all client outcomes

Initial and Post SCORE for at least 50% of clients

## SATISFACTION SCORE

Measure individual satisfaction at the end of service delivery

Pre and Post could occur in one session

SCORE for at least 10% of clients

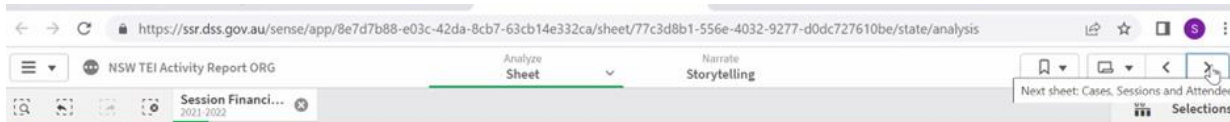
## COMMUNITY SCORE

Measure changes in groups, organisation networks or communities

Either pre or post SCORE for multiple sessions OR at the end of an event

Indicates if you are able to meet client needs eg sense of belonging

# Navigating DEX Reports



## Overview of Client Numbers

- Filter by Outlet
- Filter by Client LGA
- Filter by Indigenous ...
- Filter by age group (5...
- Filter by age at session
- Filter by reason for s...

Individual Clients  
**188**

Unidentified Clients  
**265**

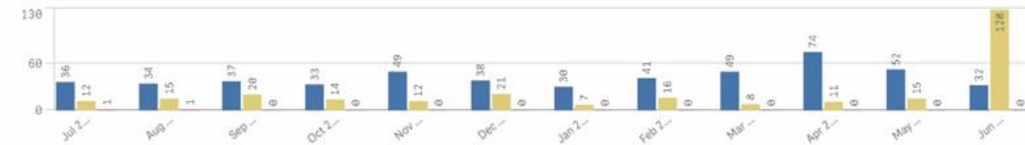
Support Persons  
**1**

### Clients and Support Persons per Activity and service type

Activity	Service Type	Individual Clients	Unidentified Clients
<b>Totals</b>		<b>188</b>	<b>265</b>
TEI - Community Support	Social participation	41	17
TEI - Targeted Support	Counselling	4	0
TEI - Targeted Support	Education and Skills training	54	0
TEI - Targeted Support	Family Capacity Building	123	24

### Clients and Support Persons per month

Note: By default, this chart displays the current reporting period plus two reporting periods prior. When any filter is applied, this default behavior is superseded.



## Data Quality Health Check

### Statistical Linkage Key (SLK)



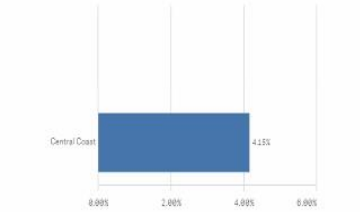
### 'Not stated' demographic values



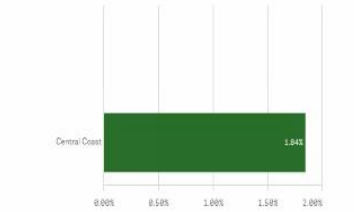
### Unidentified client attendances



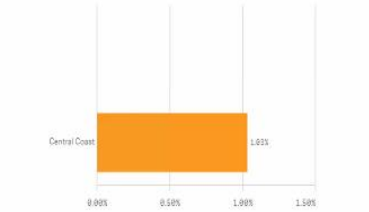
### % Clients with low quality SLKs by Outlet State/SA4 - last 6 months\*



### % Clients with a 'Not stated' by Outlet State/SA4 - last 6 months\*



### % Unidentified clients by Outlet State/SA4 - last 6 months\*\*



\* for clients created between: 21/02/2022 to 21/06/2022

\*\* for sessions between: 21/02/2022 to 21/06/2022

No selections applied

## Not Stated Details

Number of clients created in the last 6 months with a mandatory demographic value of 'Not stated':

- Gender = 'Not stated': 0
- Country of birth = 'Not stated': 8
- Indigenous status = 'Not stated': 3
- Main language = 'Not stated': 6
- Disability = 'Not stated': 0

### Clients with at least one mandatory demographic value of 'Not stated', for clients created in the last 6 months

NB: This table only shows records for the Delivery Organisation to which you belong. As a result, the numbers may differ to the summary numbers on the left hand side of this sheet.

User entered Client ID	DEX database Client ID	Client created date	Upload method*	Session in last 2 mths	Last session date	Pers... Infor... Cons...	Gender	Coun... of birth	Indigen... status	Main language
weave2493	10680389	07/07/2022	File upload	Yes	20/06/2022	No	Male	Not Stated	No	English
weave2485	10680390	07/07/2022	File upload	Yes	27/06/2022	No	Female	Not Stated	No	English
weave2498	10680380	07/07/2022	File upload	Yes	28/06/2022	No	Male	Not Stated	No	Not Stated
weave2046	10680401	07/07/2022	File upload	No	30/03/2022	No	Female	Not Stated	Not stated	Not Stated
weave2496	10680397	07/07/2022	File upload	No	30/03/2022	No	Male	Not Stated	No	English
weave2175	10680400	07/07/2022	File upload	No	06/06/2022	No	Female	Not Stated	Not stated	Not Stated
weave2202	10680402	07/07/2022	File upload	No	06/06/2022	No	Female	Not Stated	Not stated	Not Stated
weave2504	10680396	07/07/2022	File upload	No	16/06/2022	No	Female	Not Stated	No	Not Stated
weave1020	10421185	17/05/2022	File upload	Yes	30/06/2022	No	Female	Australia	Aboriginal	Not Stated

How do I fix this?

## Individual Client Outcomes - Details

Individual clients with sessions: **625**

Individual clients assessed: **197** (31.5% of all)

Individual clients partially assessed: **80** (12.8% of all)

Individual clients not assessed: **348** (55.7% of all)

Goals: **81** (13.0% of all)

Satisfaction: **127** (20.3% of all)

Individual clients not assessed: **498** (79.7% of all)

### Session and assessment details for each individual client

NB: This table only shows records for the Delivery Organisation to which you belong. As a result, the numbers may differ to the summary numbers at the top of this sheet.

User entered Client ID	DEX database Client ID	Lead Org.	Del. Org.	Activity	Service Type	Last Session Date	Last Assessment Date	Paired Circum. Domains	Unpaired Circum. Domains	Paired Goal Domains	Unpaired Goal Domains	Satisfs. Domains	Client Act. Ass.
CORISCLL_8957965	Central C.	Central C.	TEI - Targeted Supp.	Informationaladv...	2	23/03/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957965	Central C.	Central C.	TEI - Targeted Supp.	Mentoring/Peer S...	5	4/05/2022	2/02/2022	3	0	3	0	0	Assessed
CORISCLL_8957911	Central C.	Central C.	TEI - Targeted Supp.	Family Capacity B...	3	7/07/2022	7/07/2022	2	0	0	0	3	Assessed
CORISCLL_8957919	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	1	24/05/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957932	Central C.	Central C.	TEI - Targeted Supp.	Family Capacity B...	7	17/06/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957936	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	2	12/05/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957936	Central C.	Central C.	TEI - Targeted Supp.	Parenting program...	11	27/06/2022	27/06/2022	7	0	3	0	3	Assessed
CORISCLL_8957944	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	1	12/01/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957944	Central C.	Central C.	TEI - Targeted Supp.	Parenting program...	2	28/02/2022	28/02/2022	0	3	0	3	0	Partially A...
CORISCLL_8957945	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	1	27/01/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957945	Central C.	Central C.	TEI - Targeted Supp.	Parenting program...	6	23/03/2022	23/03/2022	2	0	3	0	3	Assessed
CORISCLL_8957949	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	1	8/02/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957949	Central C.	Central C.	TEI - Targeted Supp.	Mentoring/Peer S...	3	0/04/2022	23/02/2022	1	1	3	0	0	Assessed
CORISCLL_8957953	Central C.	Central C.	TEI - Targeted Supp.	Informationaladvic...	1	30/06/2022	-	0	0	0	0	0	Not Asses...
CORISCLL_8957961	Central C.	Central C.	TEI - Targeted Supp.	Family Capacity B...	8	1/06/2022	-	0	0	0	0	0	Not Asses...

### Paired/unpaired Circumstance & Goal domains for the select...

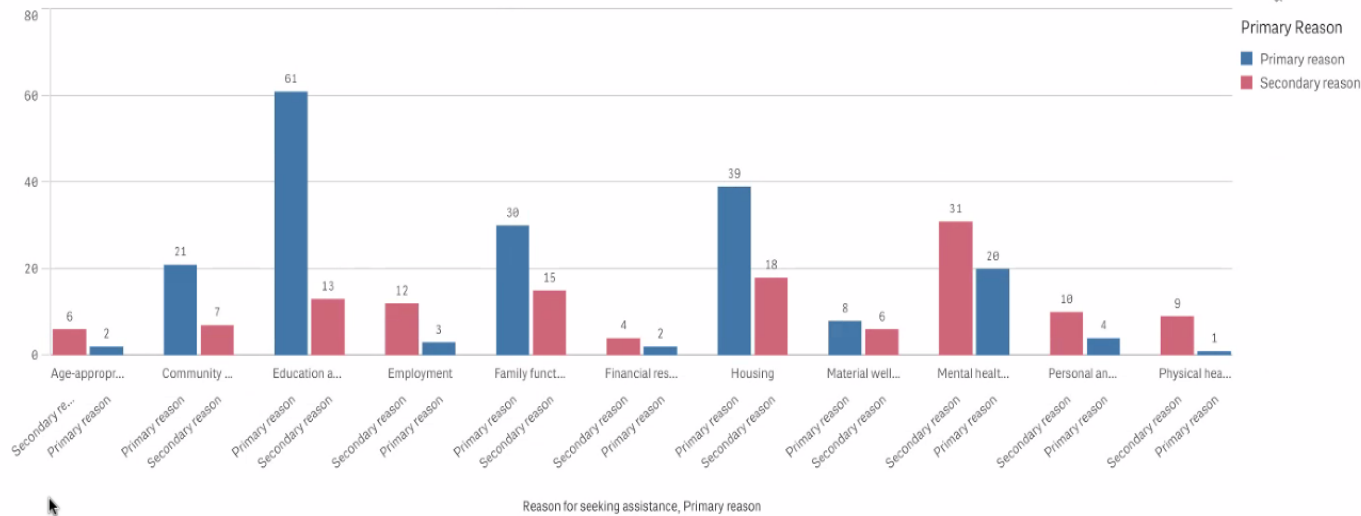
Please select a single DEX database Client ID from the table to the left to see paired and unpaired assessment domains for the client selected.

Notes: 1) Assessed means that a client has at least one paired domain for Circumstances or Goals, or the client has one or more Satisfaction domains. It does not mean that follow-up SCORES have been recorded for every relevant domain. For example, in an initial assessment SCORES could be recorded for the Goals domain Skills and Behaviours. In a follow-up assessment a SCORE is only recorded for Behaviours. The client will still appear as 'Assessed'. 2) The data in the table above may not represent the whole picture for each client when you have certain filters applied. Any filters for a specific time period (i.e. financial year, reporting period, month) will limit the data shown to that period. For example, if a client has two SCORES recorded in two different reporting periods and you only have one of those reporting periods selected as a filter, the client will appear as 'Partially Assessed'. If you select both relevant reporting periods as filters, the client will appear as 'Assessed'.

# The story of why they came to your service

## Referrals

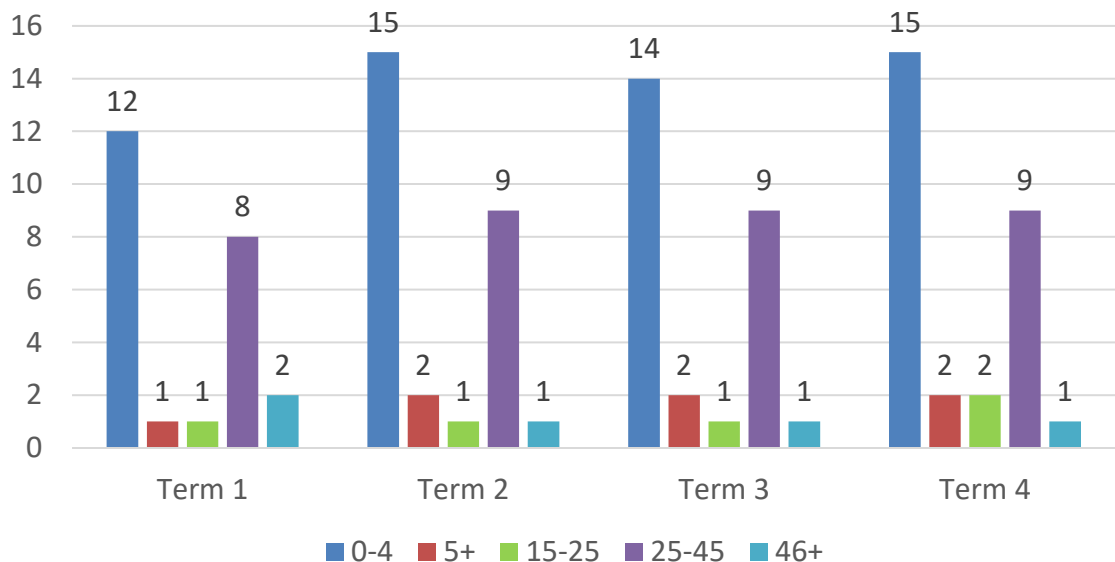
Individual Clients and Support Persons by referral in - reason for seeking assistance



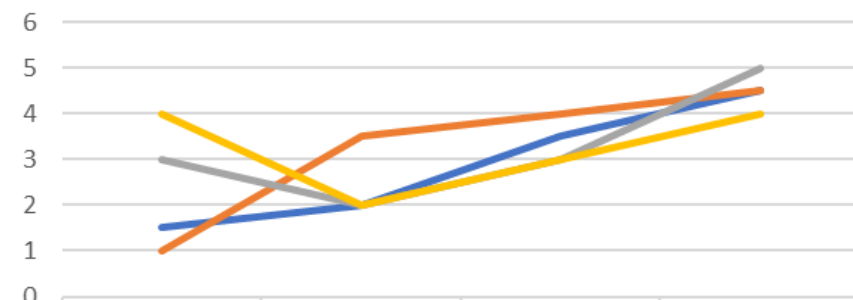
And where you referred them to for support

# The story of who you support

ATTENDANCE - AGE BRACKETS



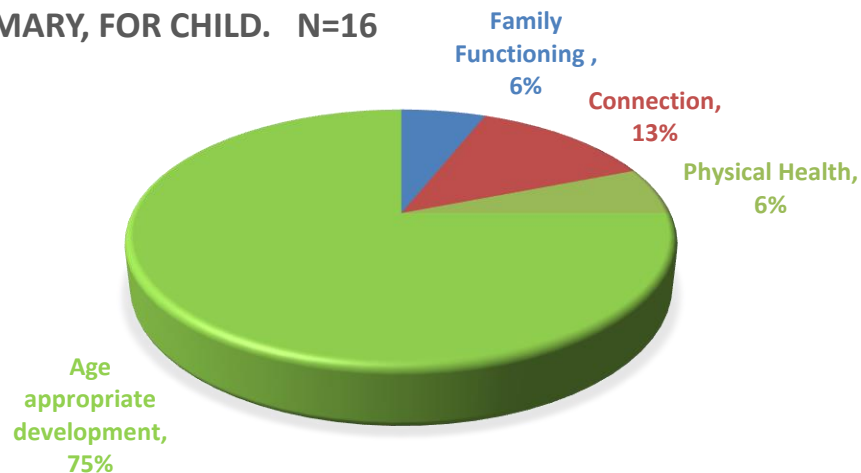
SCORE - 2 x child, 2 x parent



	Term 1	Term 2	Term 3	Term 4
Age Appropriate Development - Child	1.5	2	3.5	4.5
Connection - Parent	1	3.5	4	4.5
Skills - Child	3	2	3	5
Knowledge - Parents	4	2	3	4

Age Appropriate Development - Child  
 Connection - Parent  
 Skills - Child  
 Knowledge - Parents

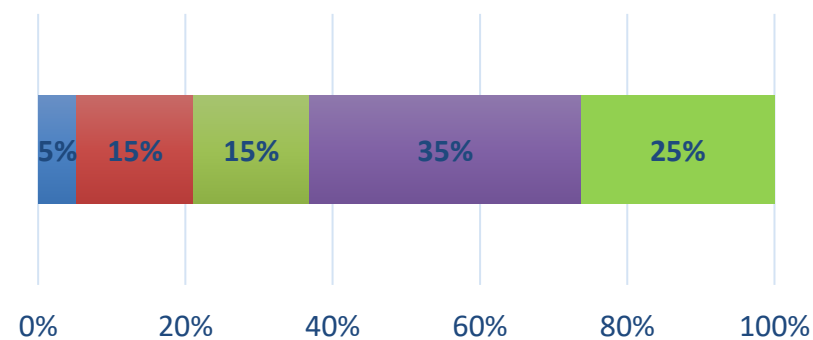
REASON FOR SEEKING ASSISTANCE  
 PRIMARY, FOR CHILD. N=16



SATISFACTION SCORE

Question: The service listened to me and understood my issues.

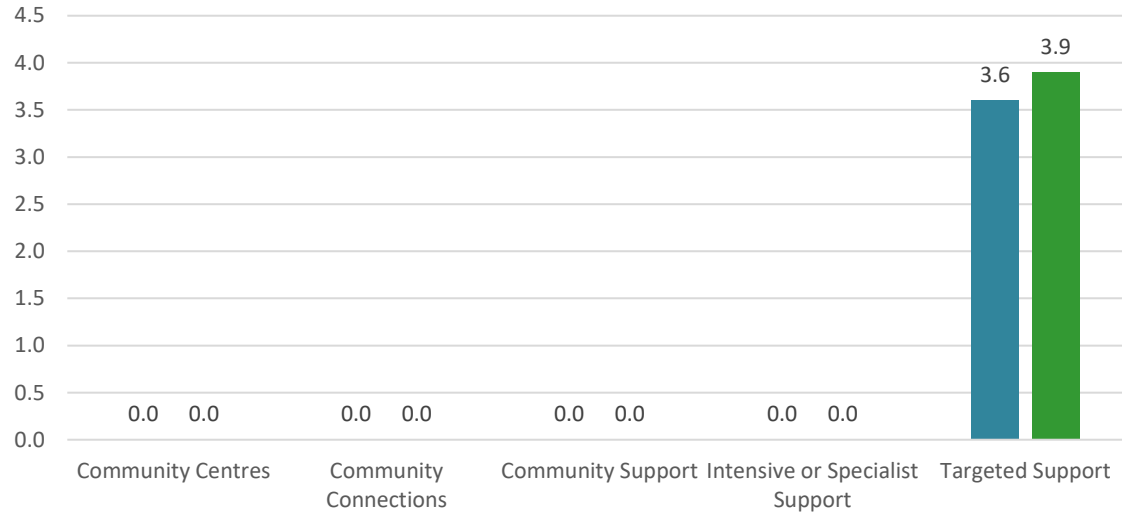
- Does not listen or understand my issues at all.
- Listens a little bit or understands some of my issues.
- Sometimes listens or understands my issues.
- Listens to me and understands my issues a lot of the time.
- Listens to me and understands my issues all of the time.



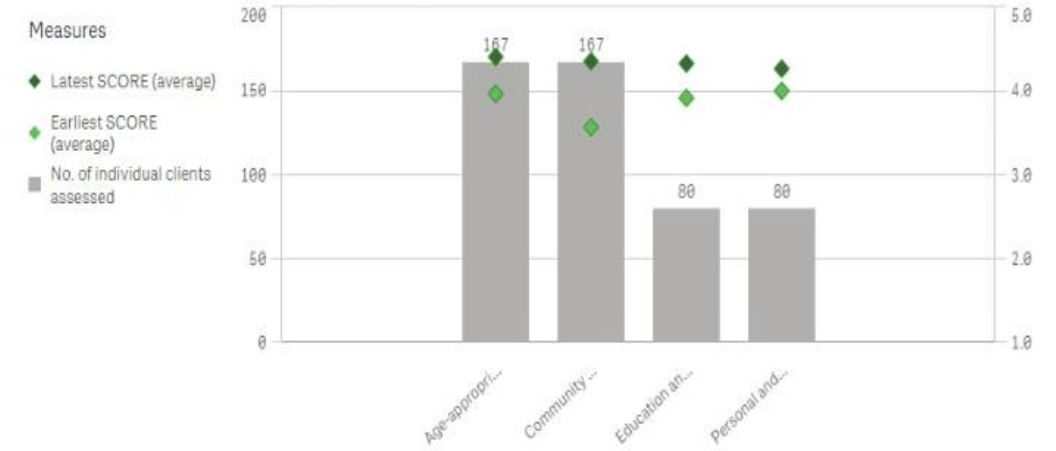
# The story of your influence measuring impact



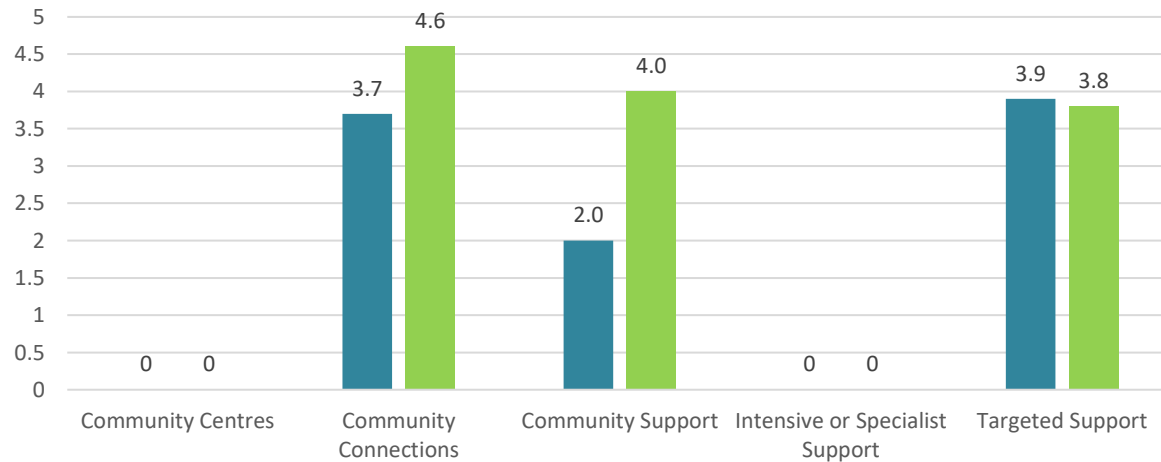
## SCORE - Circumstances



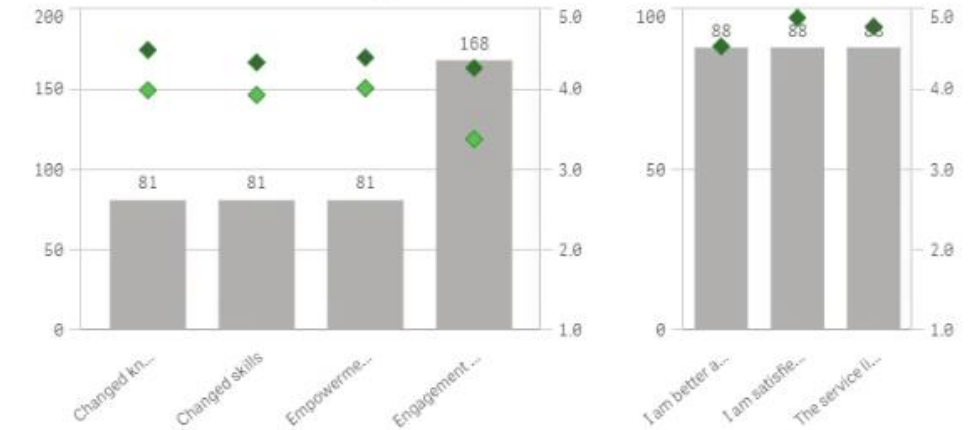
## Circumstances - Earliest and latest SCOREs by domain



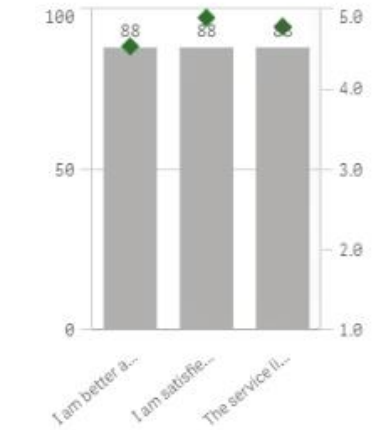
## SCORE - Community



## Goals - Earliest and latest SCOREs by domain



## Satisfaction - Latest SCOREs by ...



# Infographic connections

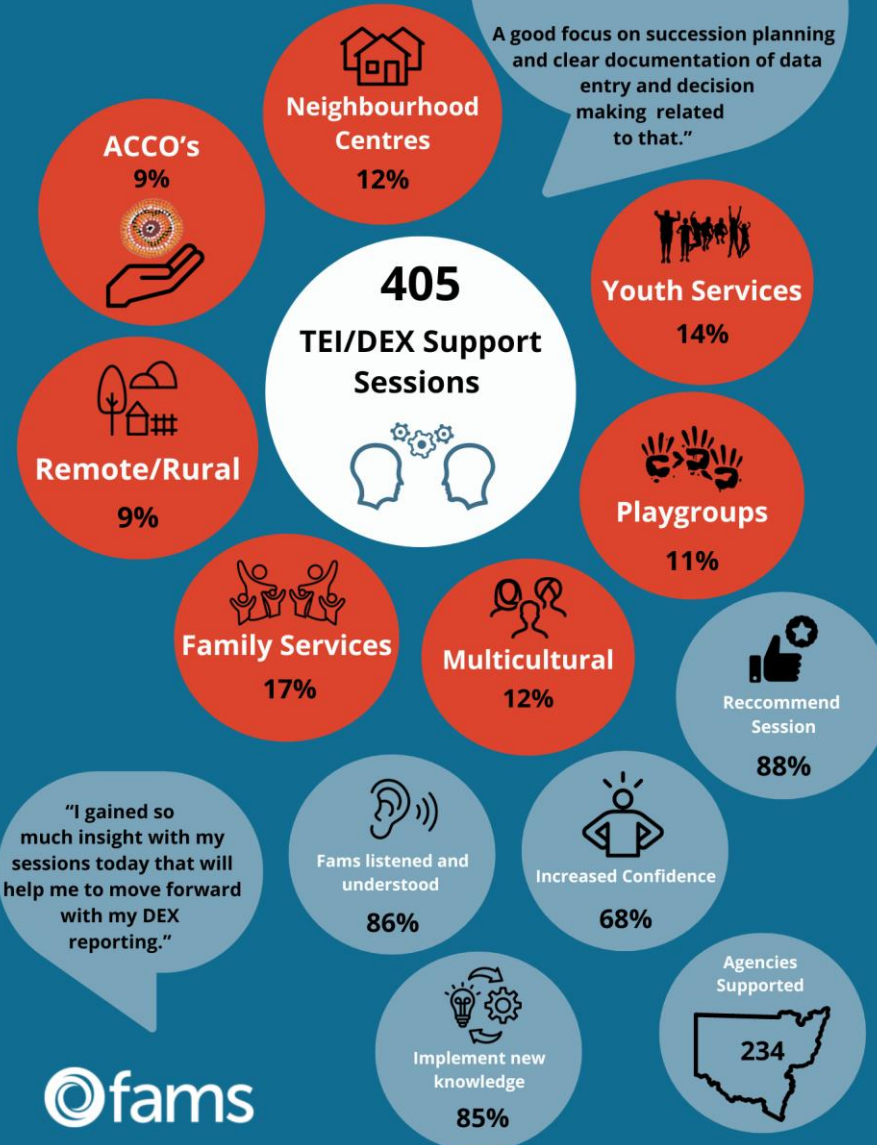
## Reasons for seeking assistance at MWA

02 9750 6916  
info@mwa.org.au

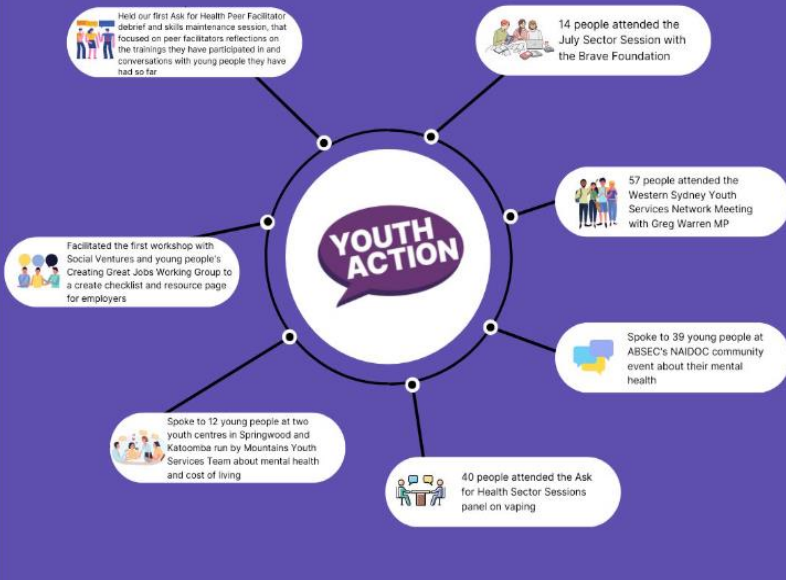


**HOMELESSNESS WEEK 2023** It's time to end homelessness

## DEX Support Project 2022-23



## July Highlights





# Recap

## DEX REPORTS

Navigate:

1. What is in DEX
2. How to utilise DCJ data to understand the services you delivered
3. Demographics of the clients you supported.

## MEASURING IMPACT

Insight:

1. Into where clients have shifted in Goals, Circumstances
2. The satisfaction your clients experience with interacting with your service.

## AMPLIFY

Deep dive:

1. Into all the knowledge that is found on DEX.
2. Considered what stories you want to tell about your organisation.
3. Thought about how you would like to share and amplify the work you do

# Next Steps



**"Amplify the Sector"**

**Amplify the Sector EOI**  
Register your interest to participate today!



Fams will amplify the sector through our communications, advocacy and stakeholder engagement to share the impact of the work you do in your community.

# Q&A

