Sector Learning Lab

TEI Interactive Dashboard 2022-2023

fams

Safe Children, Strong Families, Supportive Communities

Acknowledgement of Country

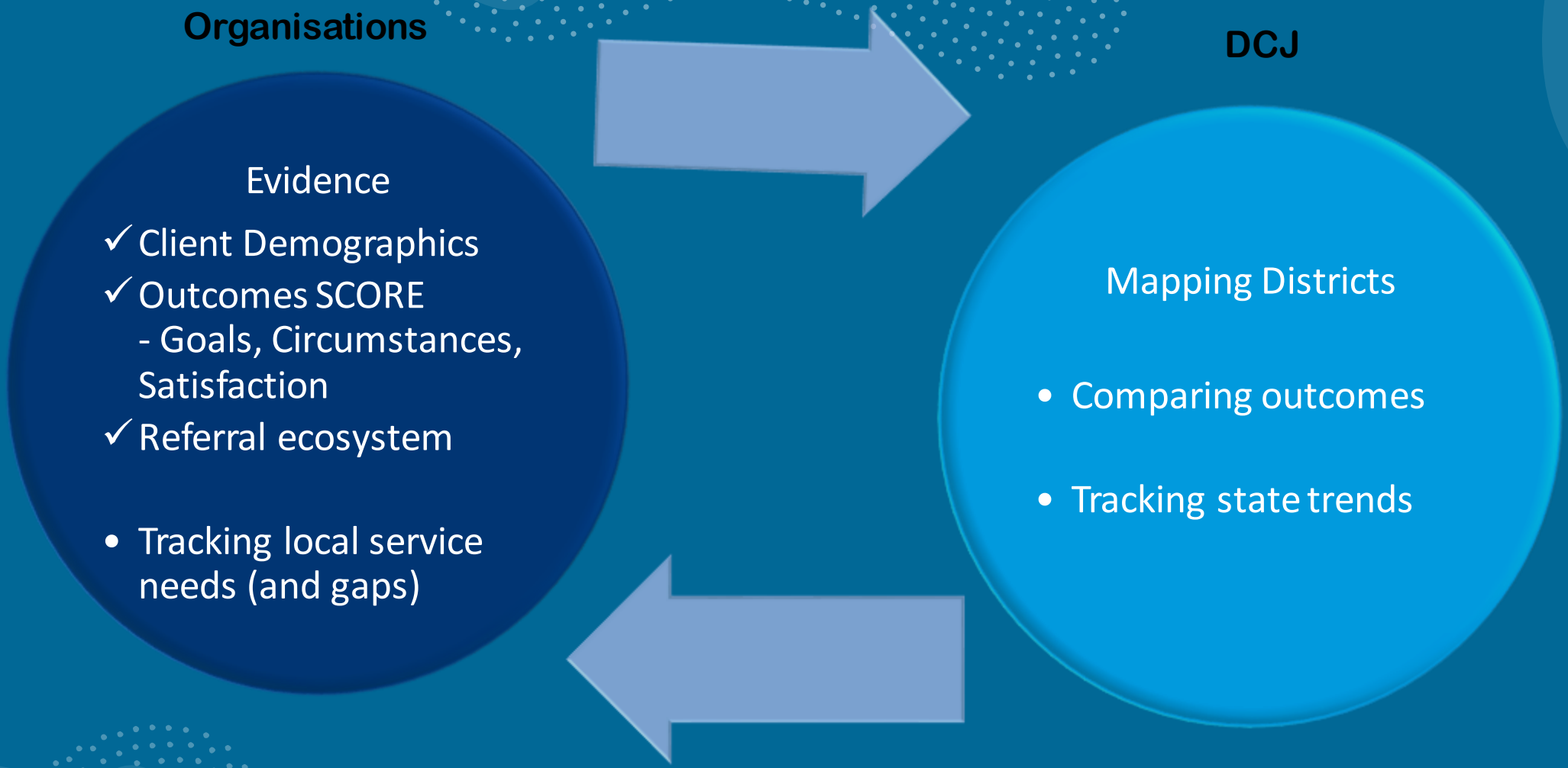
The Gadigal people are the Traditional Custodians of the land on which our office stands. We pay our respects to Elders past and present.

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.

Pulse check:

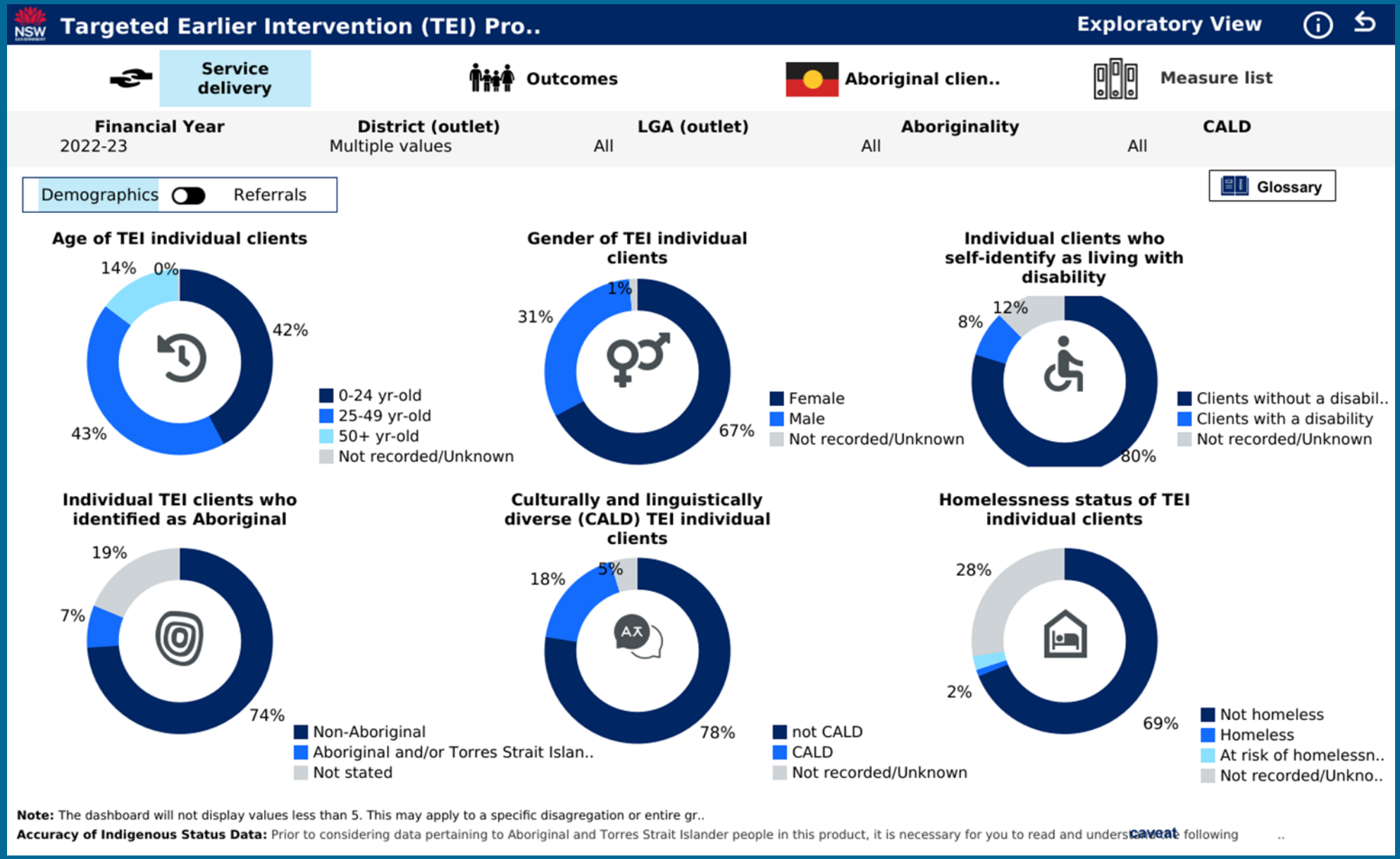
Have you interactive with DCJ's Interactive Dashboard before today?

What's on the Dashboard for the sector

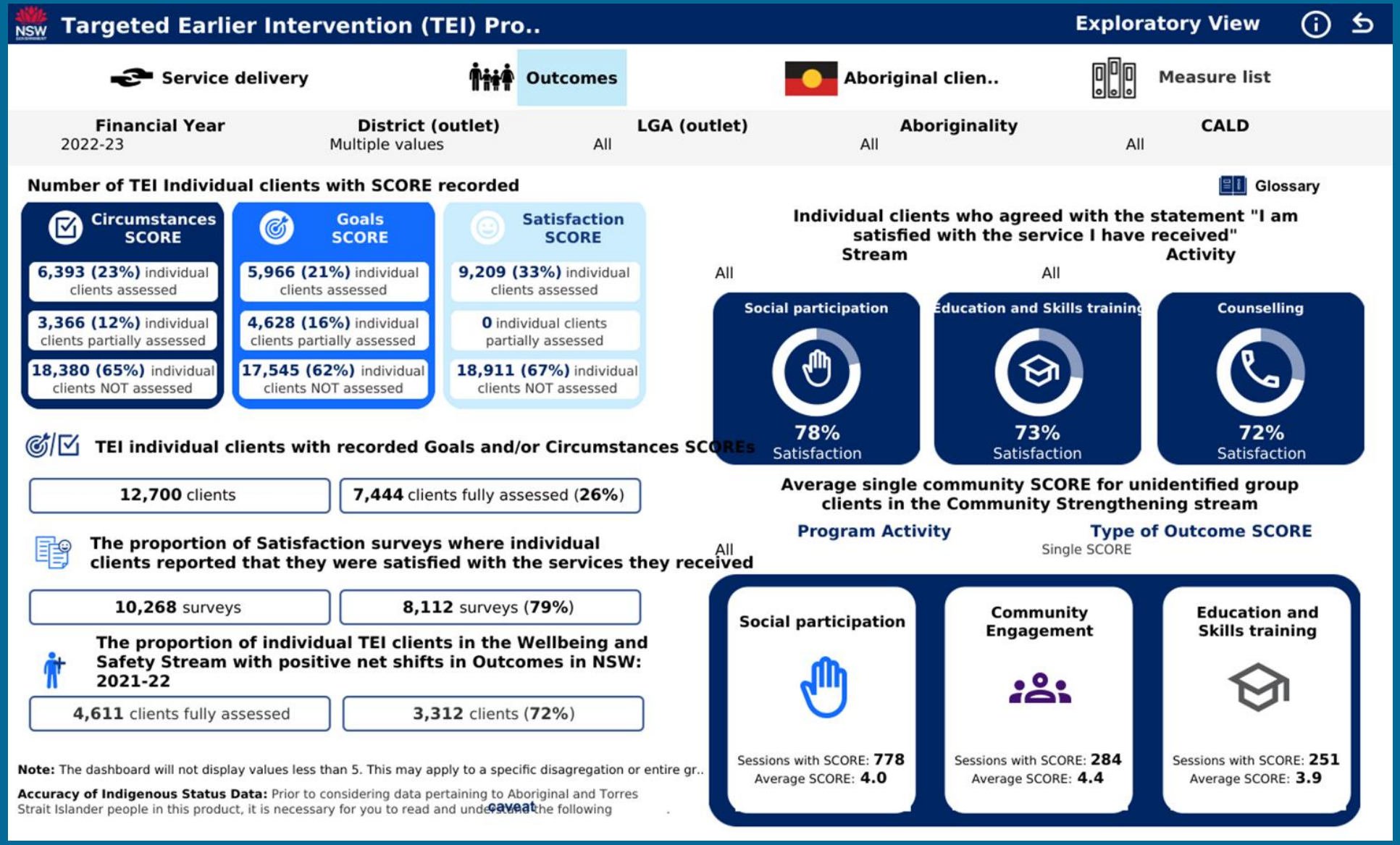


TEI Interactive Dashboard 2022-23

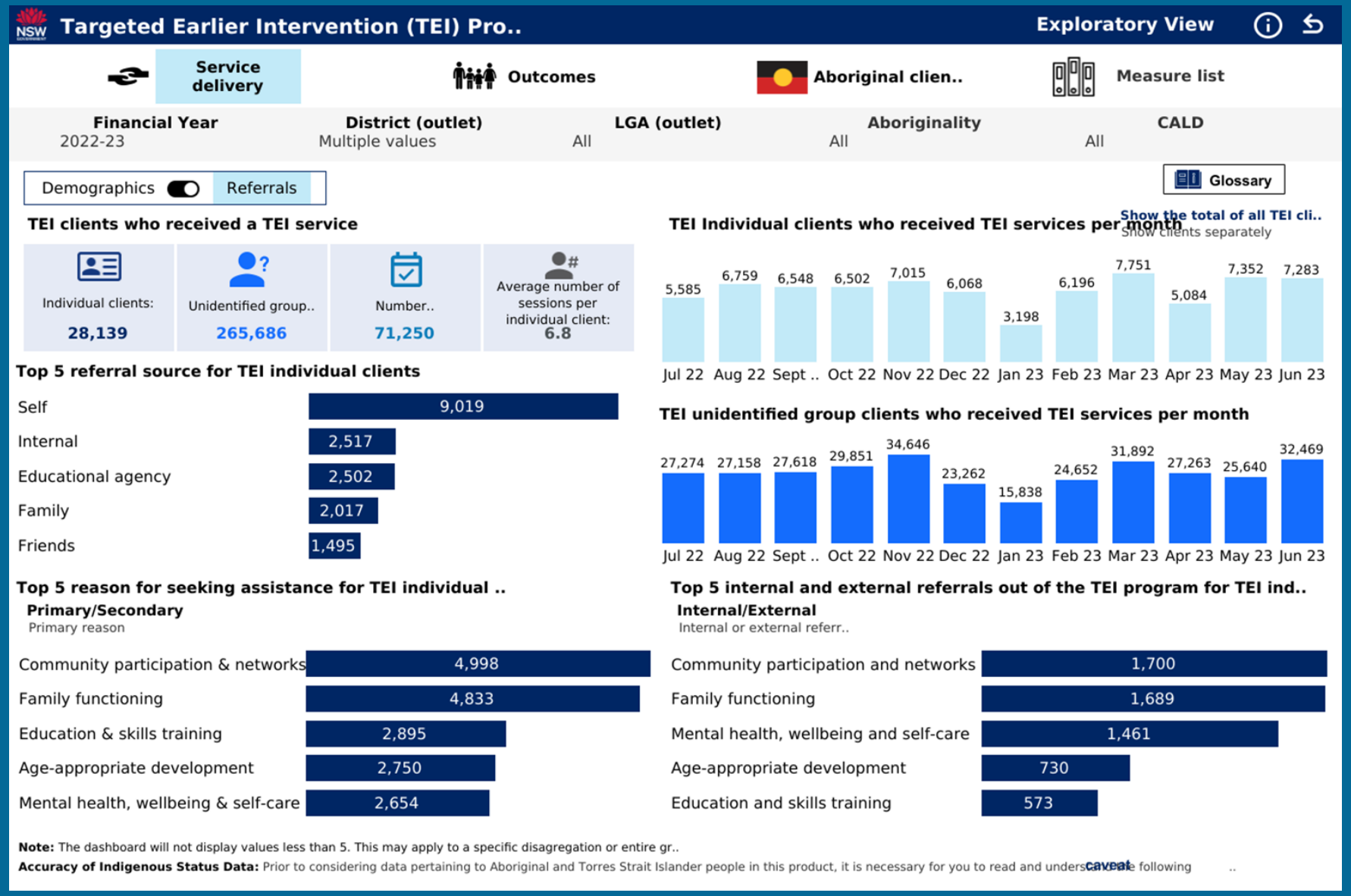
Dashboard View: Demographics



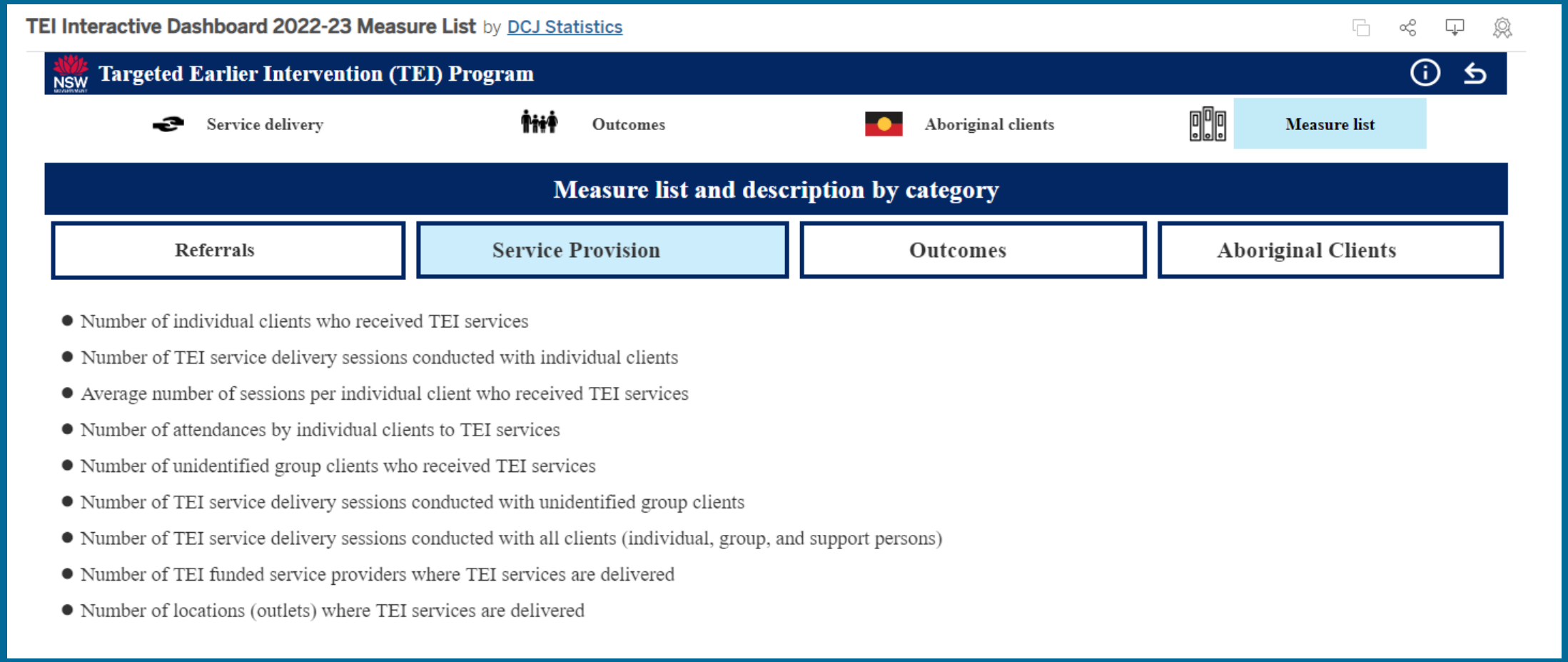
Dashboard View: Outcomes



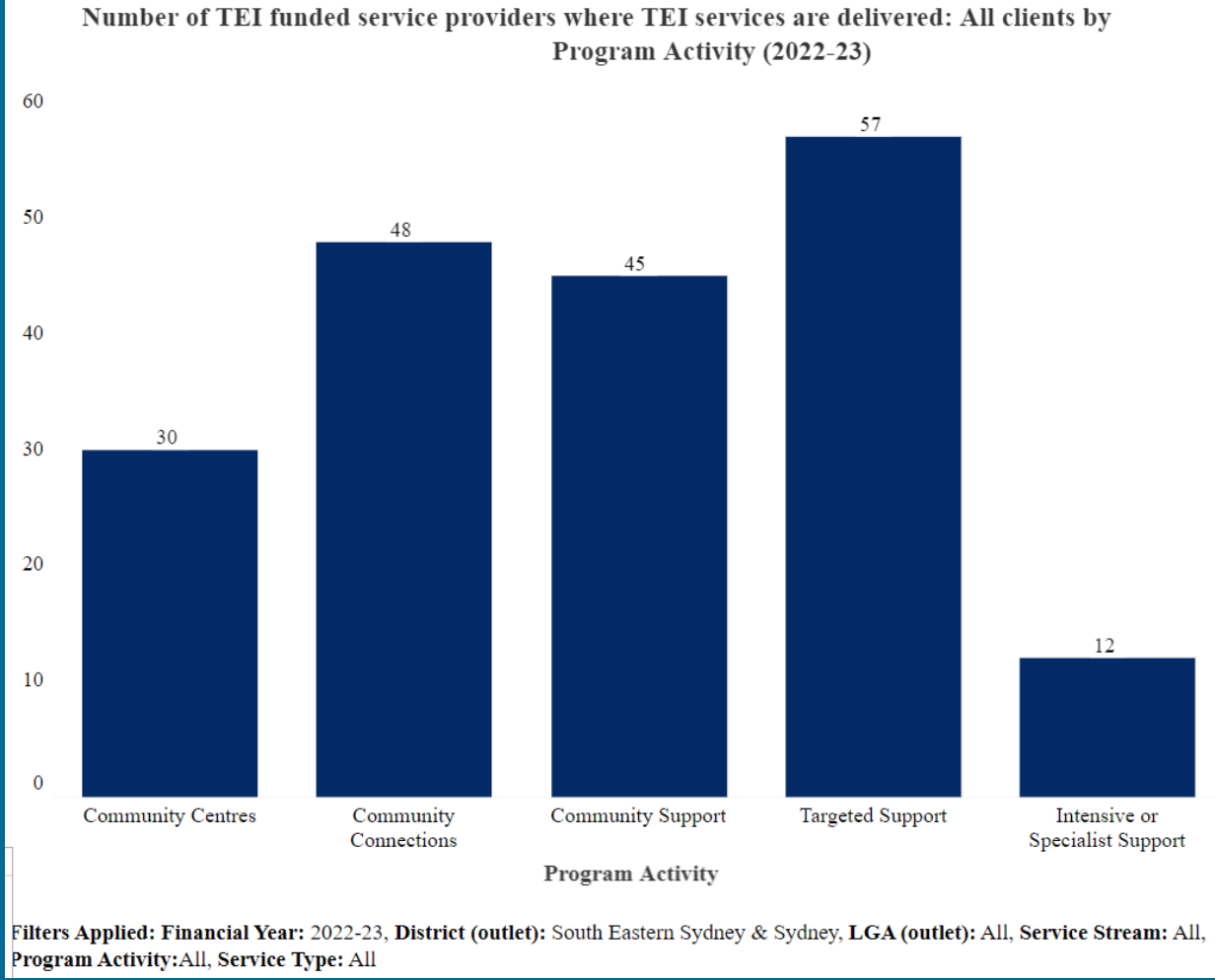
Dashboard View: Referrals

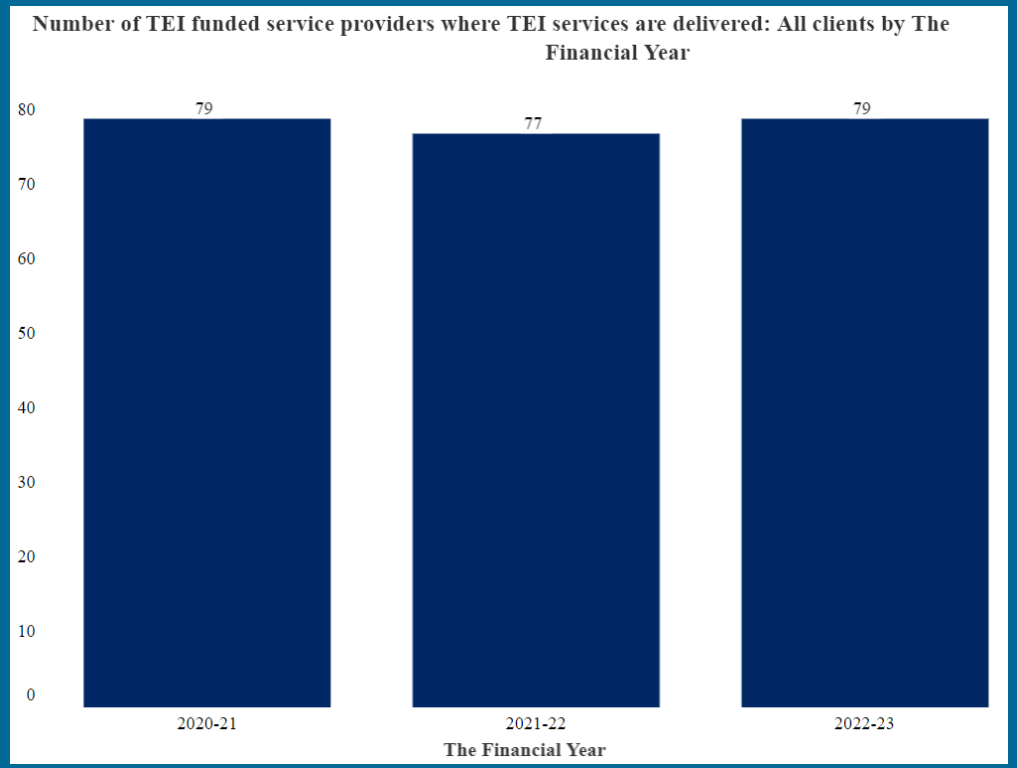


Dashboard View: Measurements



Demo: Who are the local TEI services? ISV





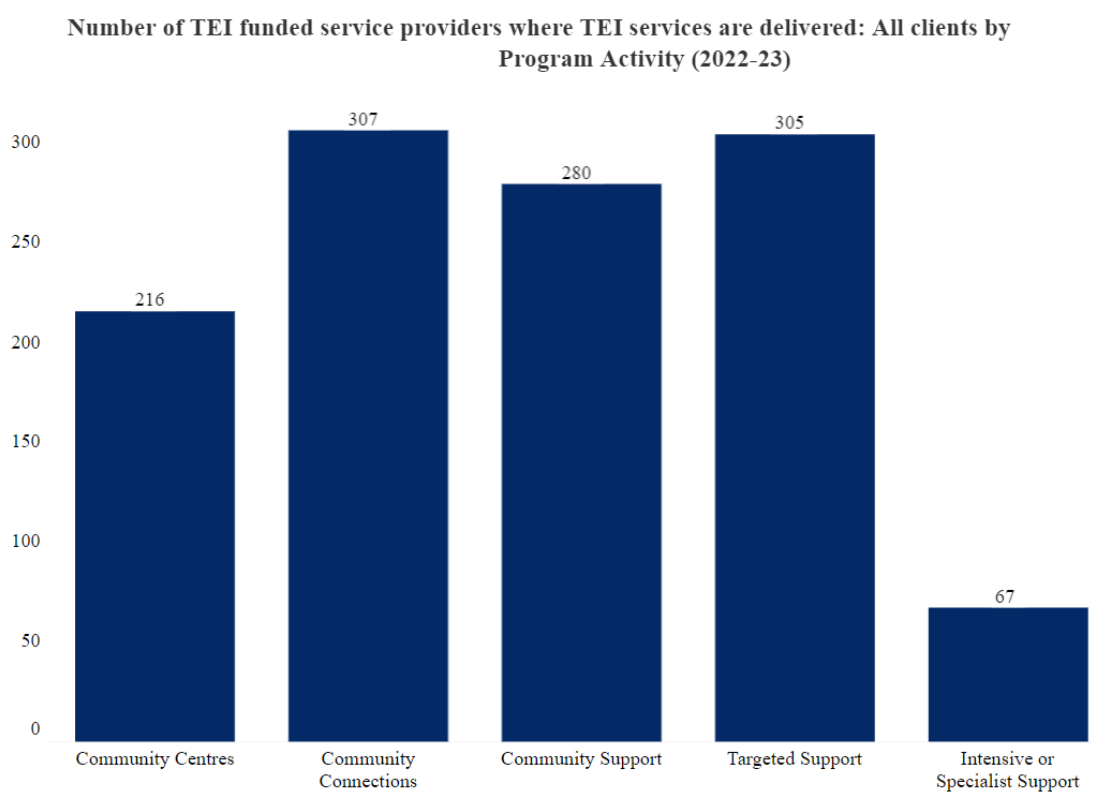
Local Service delivery:

- Mapping Services links

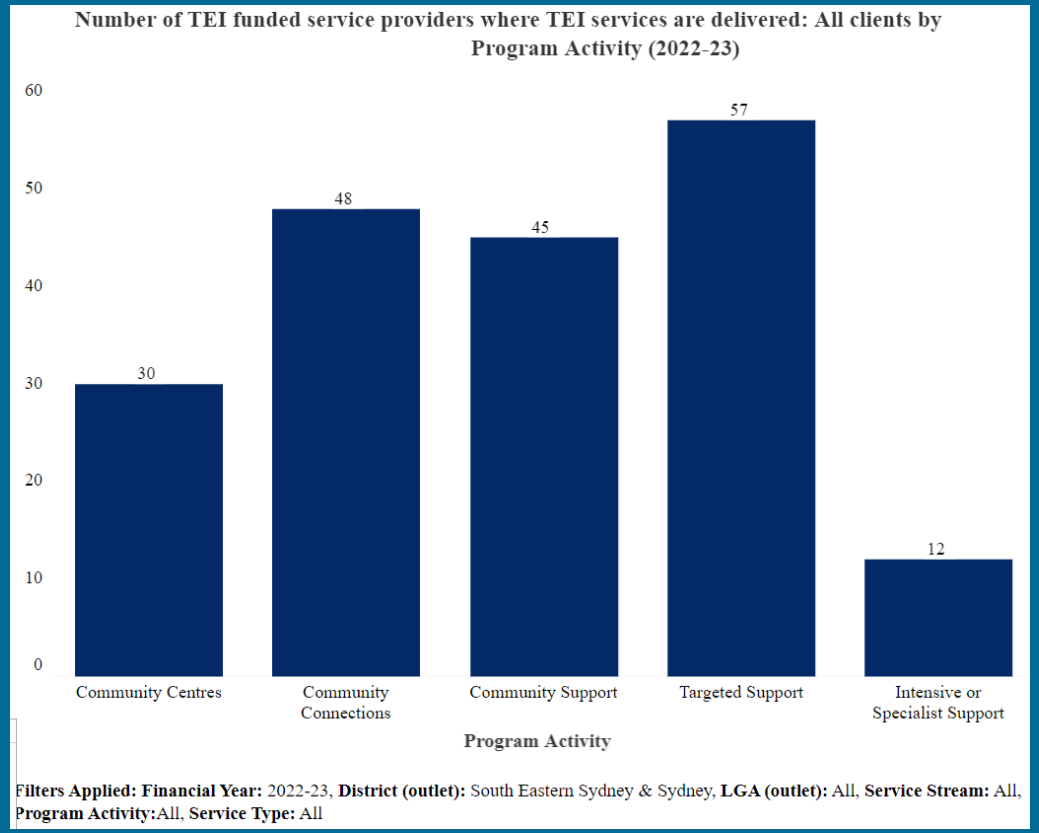
[TEI Interactive Dashboard 2022-23]

No. NSW versus ISV services area

All NSW



Sydney & South Eastern Sydney



Community Centres: 14%
Community Connections: 16%
Community Support: 16%
Targeted Support: 19%
Intensive and Specialist Support: 18%

NSW versus Local service area

All NSW

TEI clients who received a TEI service

Individual clients:	Unidentified group clients:	Number of sessions:	Average number of sessions per individual client:
170,229	1,133,760	487,648	7.4

Number of TEI Individual clients with SCORE recorded

Circumstances SCORE	Goals SCORE	Satisfaction SCORE
40,081 (24%) individual clients assessed	37,018 (22%) individual clients assessed	47,411 (28%) individual clients assessed
20,377 (12%) individual clients partially assessed	19,369 (11%) individual clients partially assessed	0 individual clients partially assessed
109,771 (64%) individual clients NOT assessed	113,842 (67%) individual clients NOT assessed	122,818 (72%) individual clients NOT assessed

Sydney & South Eastern Sydney

TEI clients who received a TEI service

Individual clients:	Unidentified group clients:	Number of sessions:	Average number of sessions per individual client:
28,139	265,686	71,250	6.8

Number of TEI Individual clients with SCORE recorded

Circumstances SCORE	Goals SCORE	Satisfaction SCORE
6,393 (23%) individual clients assessed	5,966 (21%) individual clients assessed	9,209 (33%) individual clients assessed
3,366 (12%) individual clients partially assessed	4,628 (16%) individual clients partially assessed	0 individual clients partially assessed
18,380 (65%) individual clients NOT assessed	17,545 (62%) individual clients NOT assessed	18,911 (67%) individual clients NOT assessed

Take a deep dive into TEI service delivery across NSW

Individual clients: 16% *No. of Sessions: 15%*
Unidentified clients: 23%

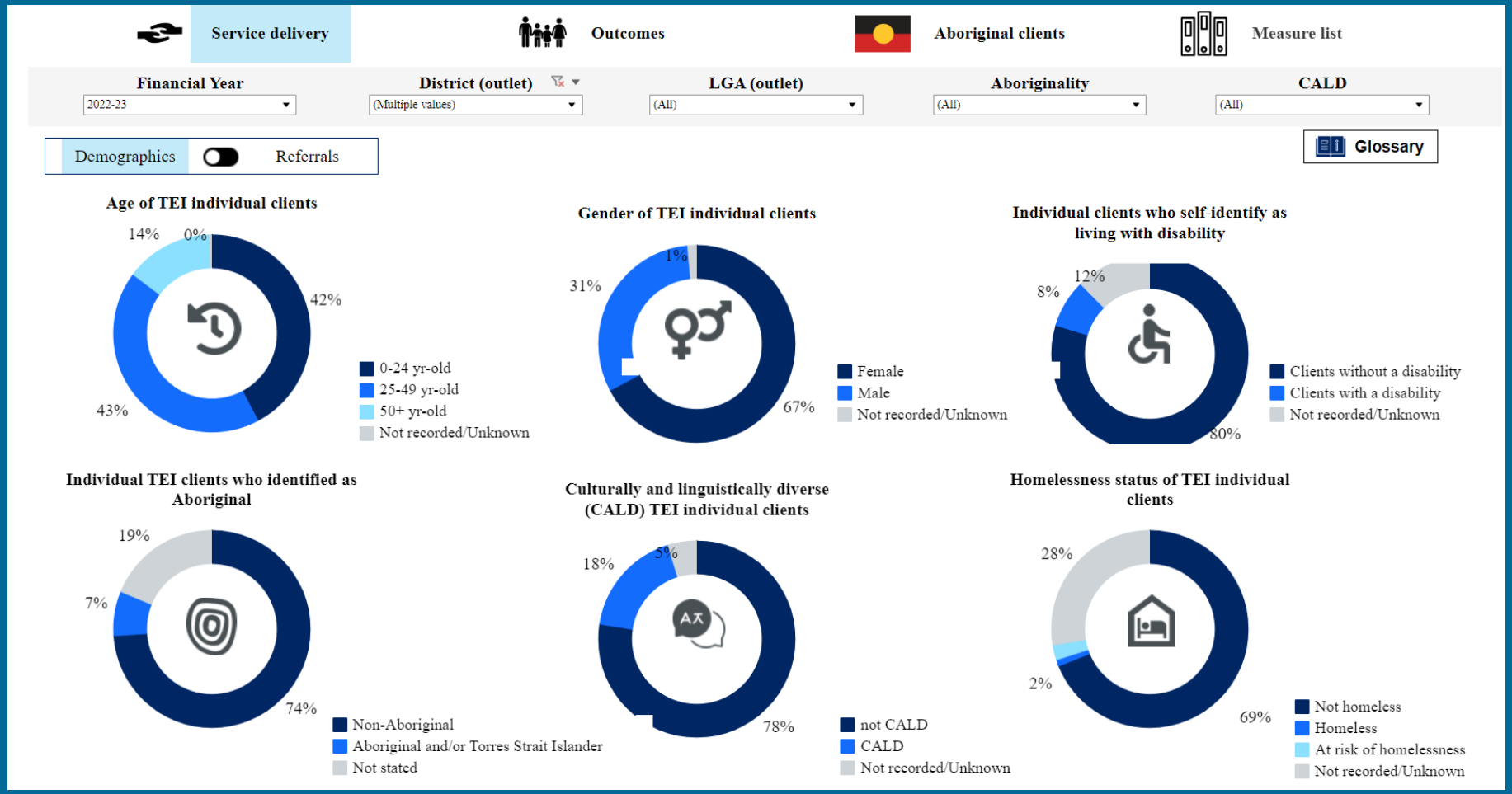
How can we use the Dashboard?

Local Service review

- LGA
- Districts
- Gender
- Disability
- Aboriginality
- CALD
- Household composition
- Homelessness status

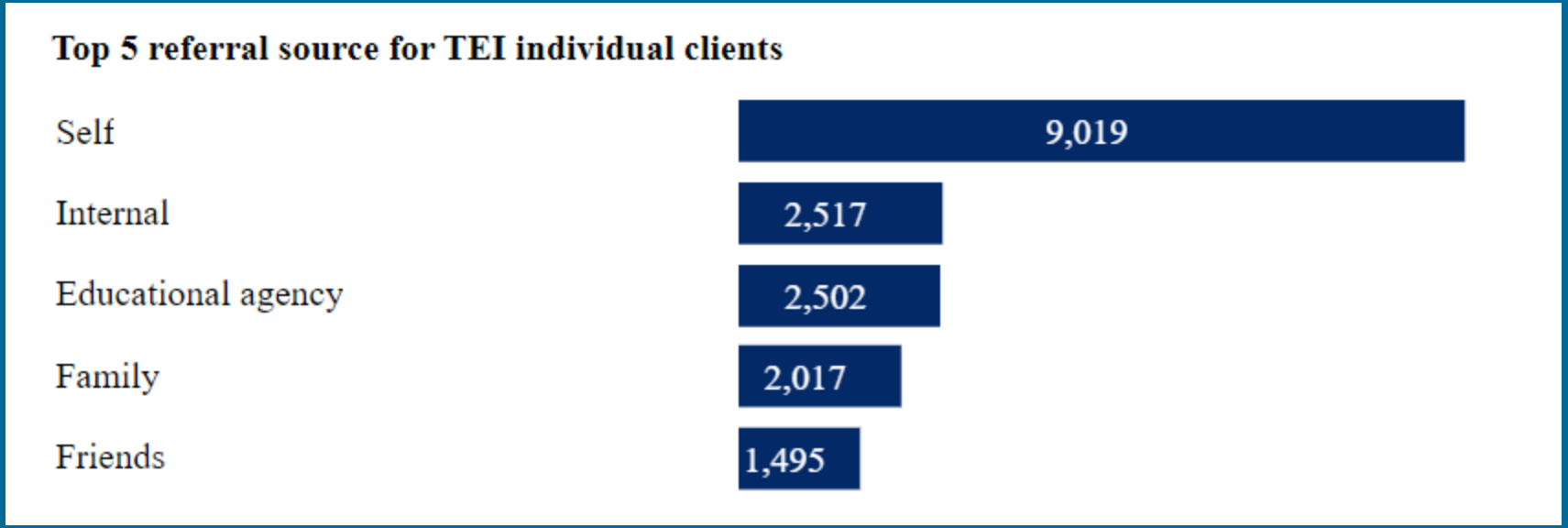
Evidence

- Strategic Plans
- Program Logic
- Gaps in services
- Collaborative Projects
- Lobbying for services



TEI Interactive Dashboard 2022-23

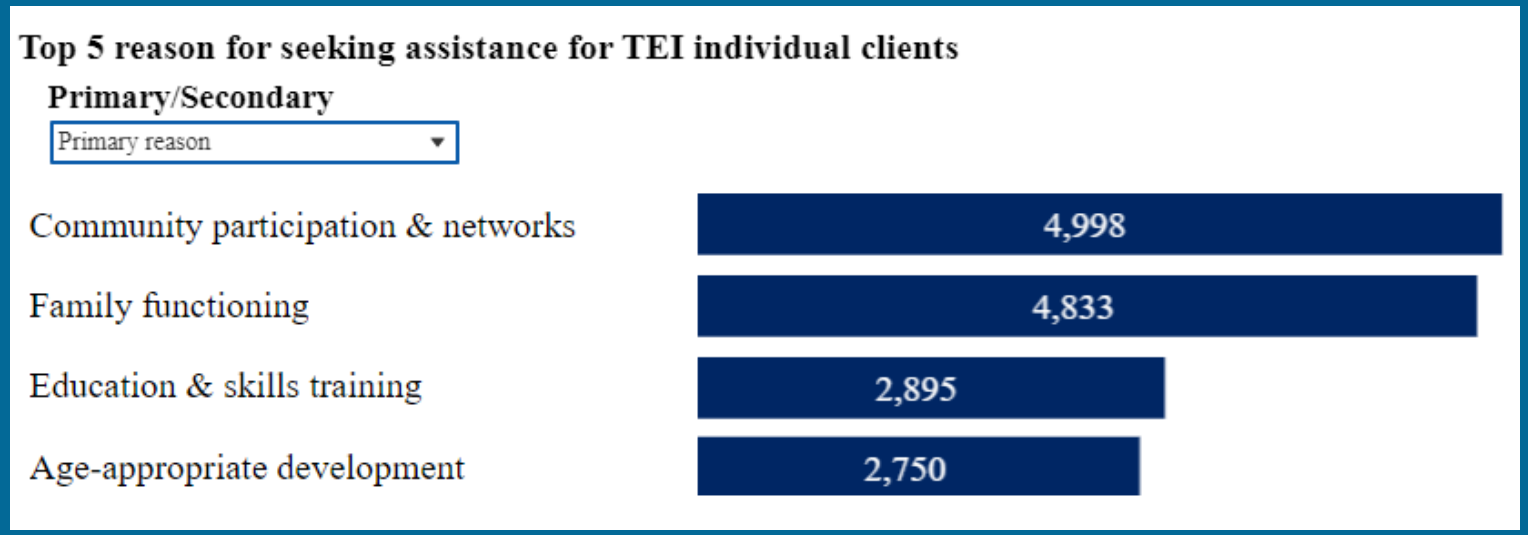
How they came to the services for support?



17,550 client referrals captured in Dashboard indicates the profile of the service ecosystem

(only top 5 reasons captured)

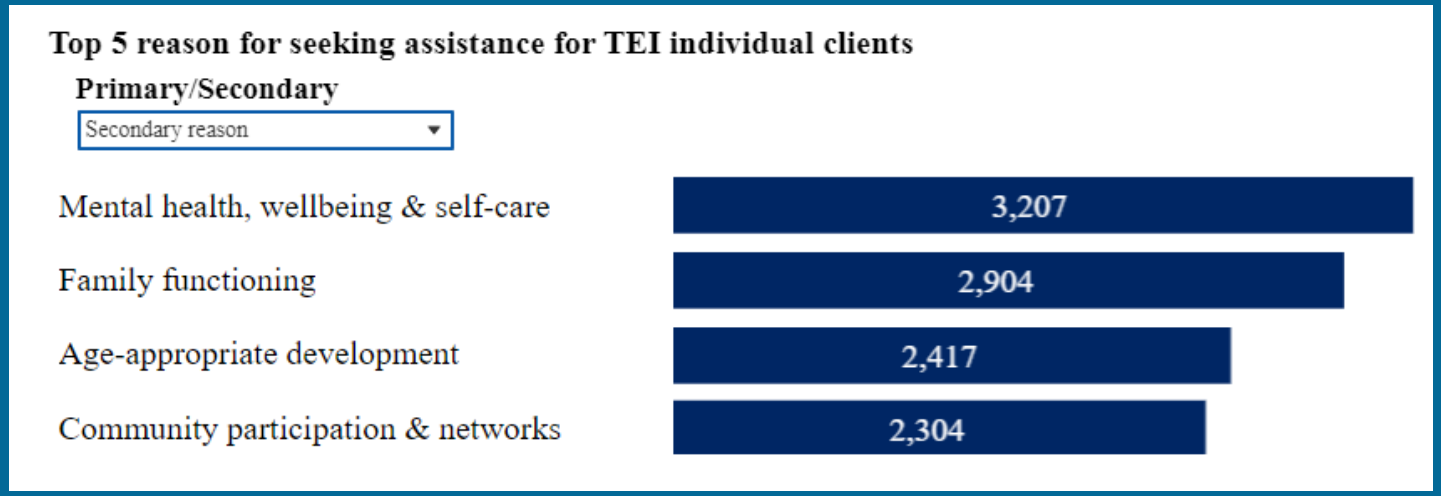
Why clients sought support?



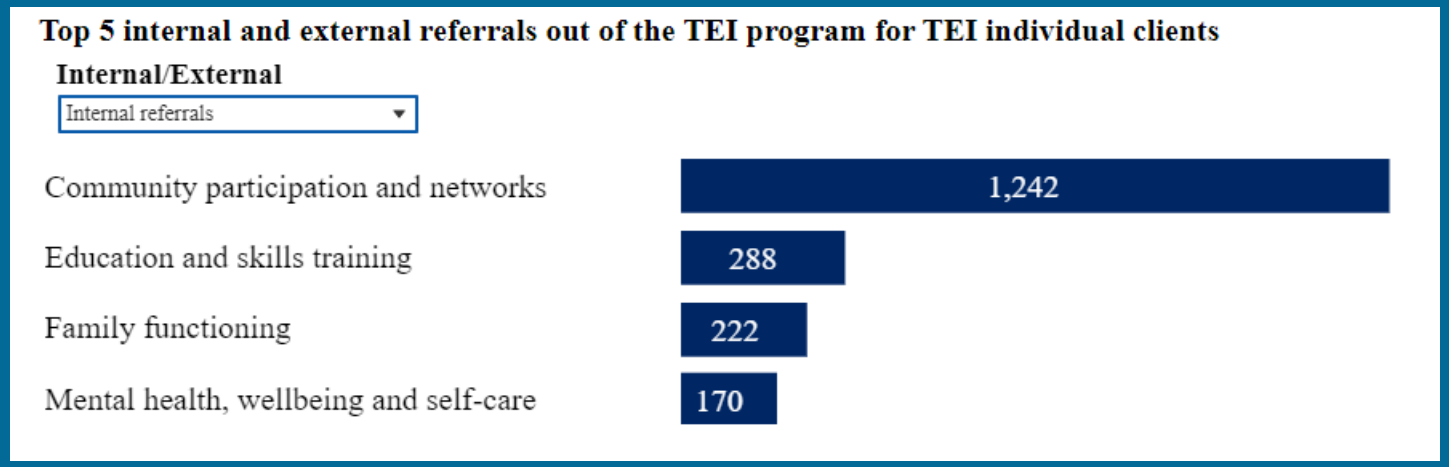
26,928 client seeking support captured in Dashboard. Indicates client needs

- *Primary: 15,466*
- *Secondary: 10,832*

(only top 5 reasons captured)



Where were clients referred to?

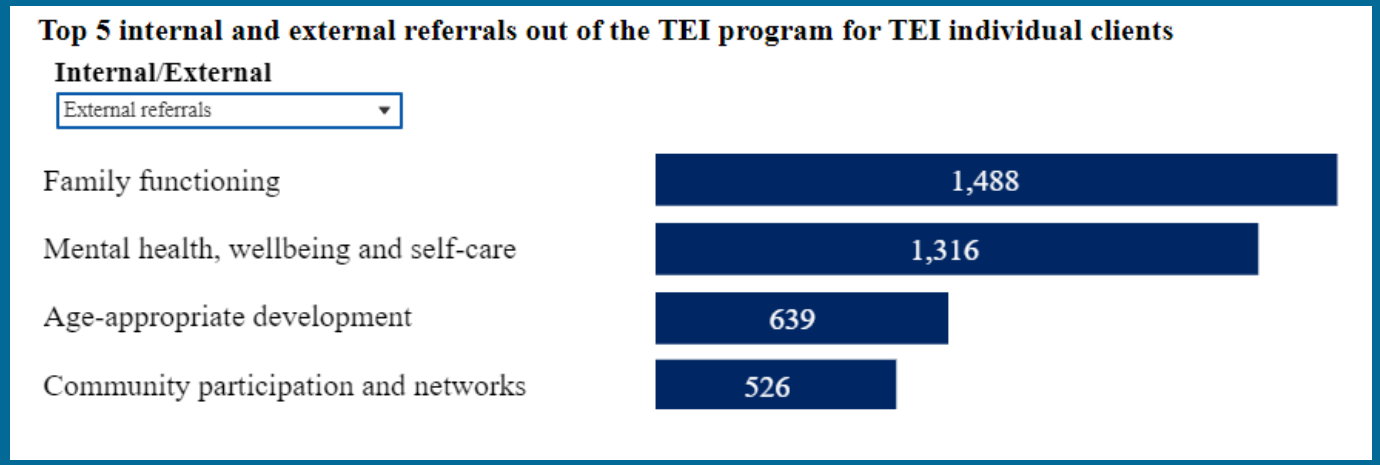


5,891 referrals captured in Dashboard

- *Internal referrals: 1,922*
- *External referrals: 3,969*

Client needs (and gaps) Indicates the nature of the service ecosystem

(only top 5 reasons captured)



Who is being supported?

All clients (identified in DEX*)

TEI clients who received a TEI service

Individual clients:	Unidentified group clients:	Number of sessions:	Average number of sessions per individual client:
28,139	265,686	71,250	6.8

Aboriginal and/or Torres Strait Islander

TEI clients who received a TEI service

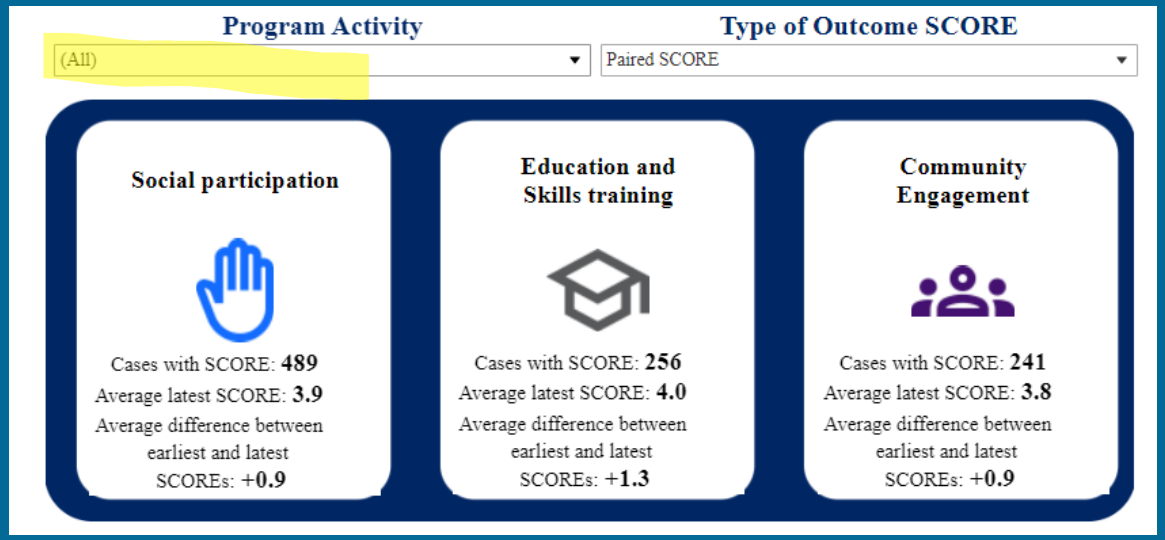
Individual clients:	Unidentified group clients:	Number of sessions:	Average number of sessions per individual client:
2,047		11,890	11.1

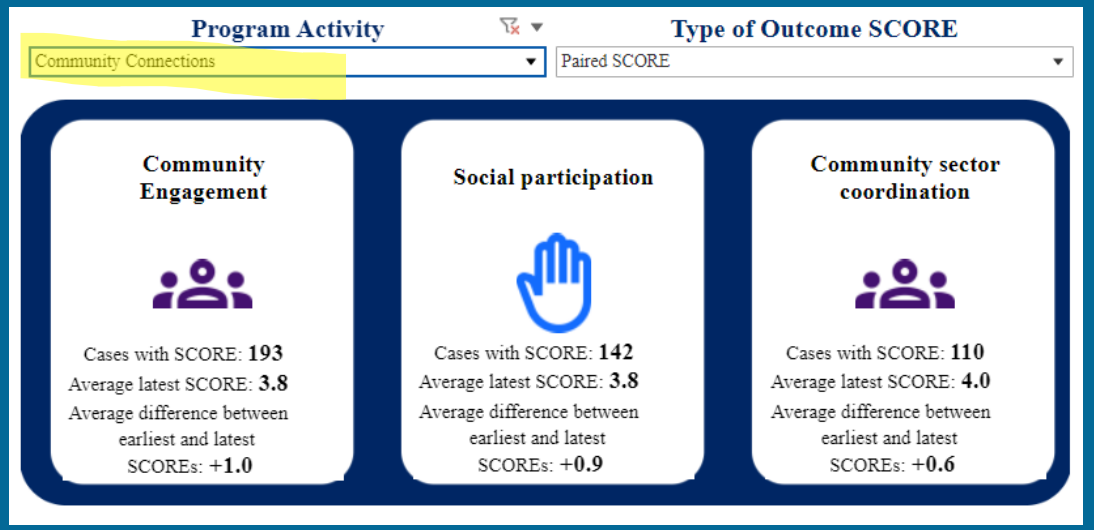
Culturally and Linguistically Diverse

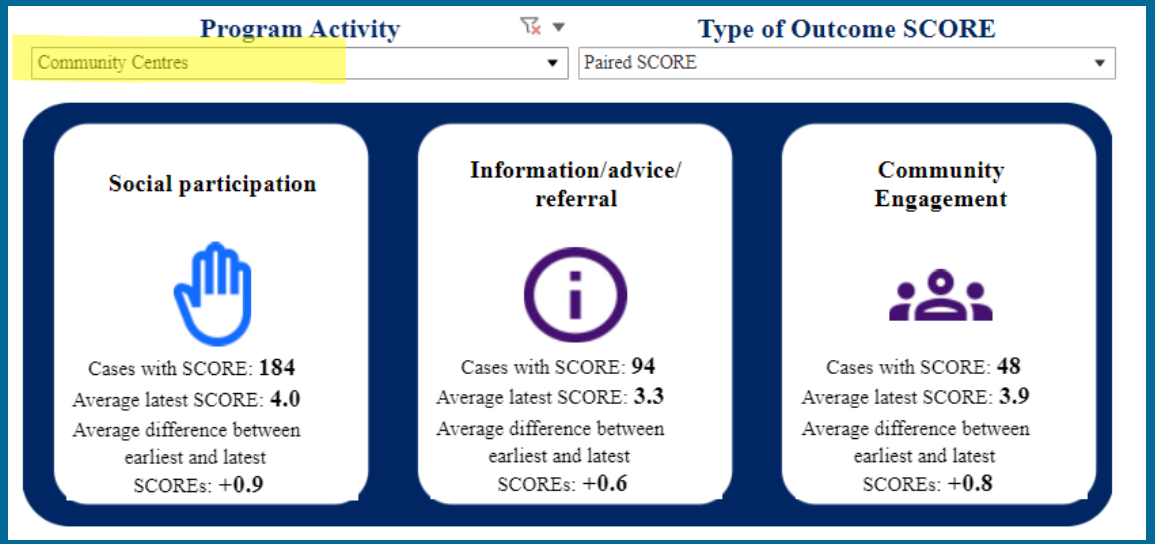
TEI clients who received a TEI service

Individual clients:	Unidentified group clients:	Number of sessions:	Average number of sessions per individual client:
5,014		15,225	7.8

SCORE - Checking in on service delivery outcomes

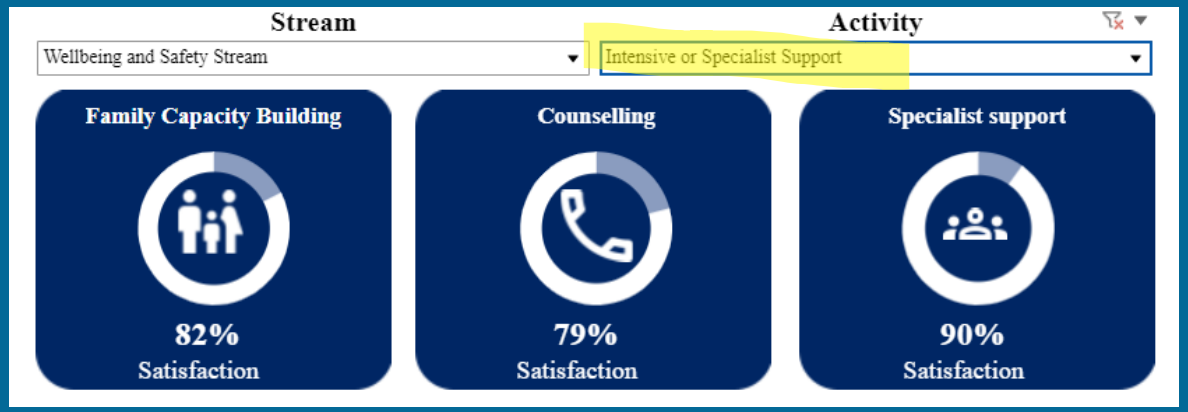


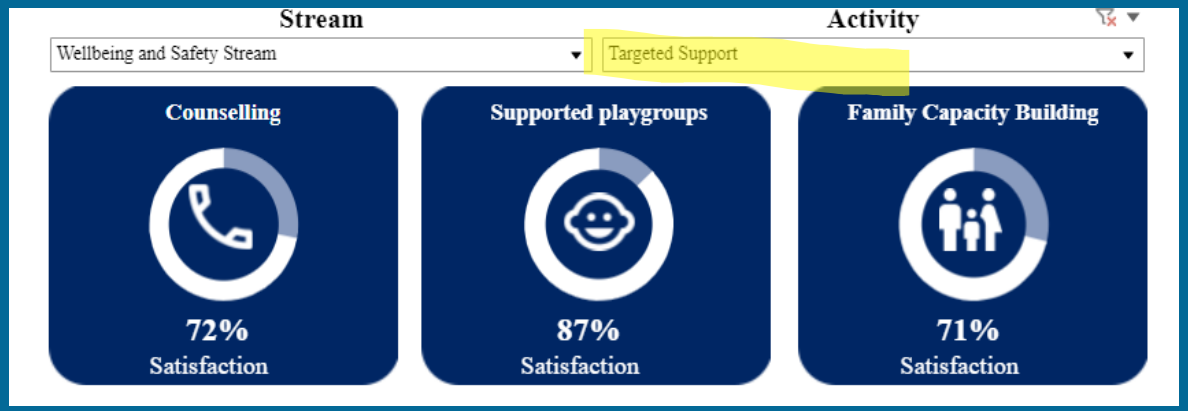


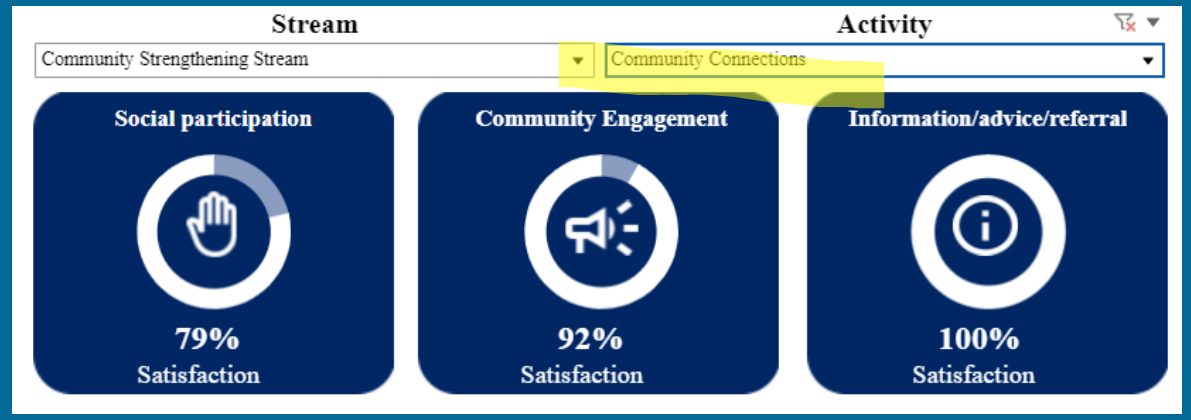


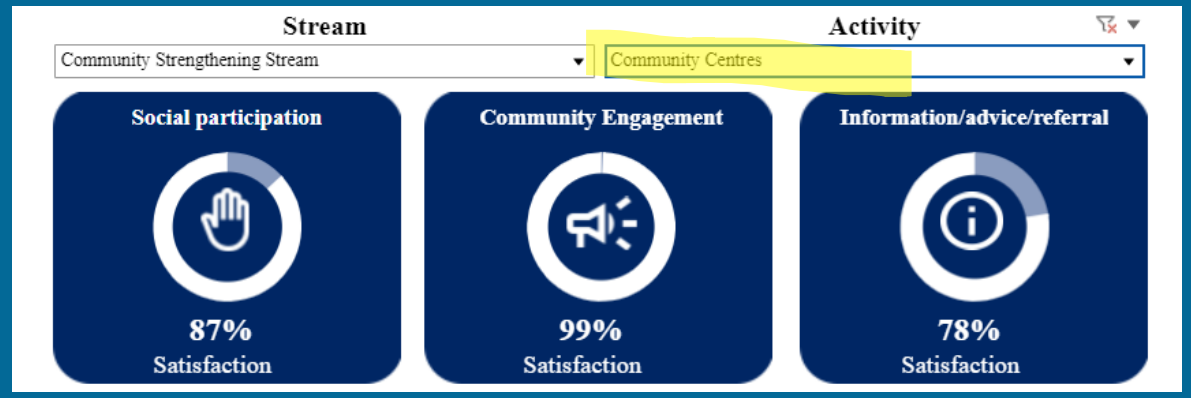
Average paired community SCORE for unidentified group clients in the Community Strengthening stream

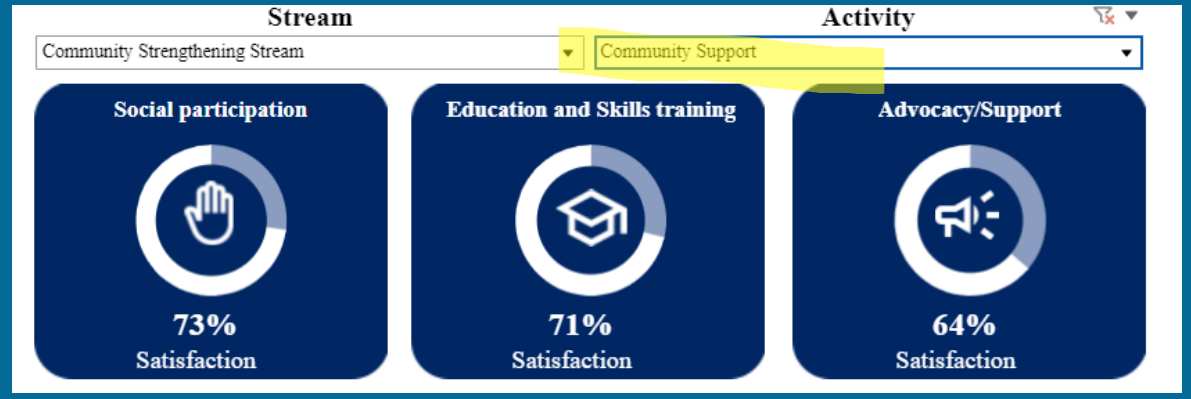
SCORE - Satisfaction











The opportunities or benefits of using DCJ's dashboard?

19 responses

Learning Lab Topics

10 responses

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Lab Topics

Keeping informed

Weekly Wrap
To stay in the loop of the sector with our Weekly Wrap

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