



Amplify our Sector

Communicating Outcomes
Toolkit
August 2024





Acknowledgements

For-Purpose Evaluations acknowledges the Traditional Custodians of the lands on which we live and work, the Cammeraygal, Gadigal and Wangal people of the Eora Nation and the Dharug people. We pay respects to Elders past and present.

For-Purpose Evaluations would like to thank the organisations participating in the 2024 Amplify our Sector program who generously provided essential insights and perspectives to this resource.

About For-Purpose Evaluations

[For-Purpose Evaluations](#) is a social enterprise supporting for-purpose organisations around the world to create and implement social impact measurement and evaluation frameworks, and to evaluate existing programs and projects. We also provide interactive capacity building workshops on the topics of social impact measurement, theory of change, program logic models and communicating impact. We balance a robust academic approach with a pragmatic understanding of what it is really like to provide high quality supportive programs to people and communities with complex needs. Please see our [website](#) for testimonials and a list of previous and current clients. You can follow us on [LinkedIn](#) to learn more about our day-to-day work.

Disclaimer

This resource was commissioned by Fams for their Amplify our Sector Program. This material is made available by For-Purpose Evaluations on an understanding that users exercise their own skill and care with respect to its use.

Any representation, statement, opinion or advice expressed or implied in this document is made in good faith. For-Purpose Evaluations is not liable to any person or entity taking or not taking action in respect of any representation, statement, opinion or advice referred to in this resource.

For-Purpose Evaluations: eleonor@for-purpose.org

Fams: info@fams.asn.au

Contents

Introduction	4
<hr/>	
Principles of Communicating Impact	5
<hr/>	
Steps to Communicating Impact	6
Identify Scope	7
Provide Background	8
Share Findings	11
<hr/>	
DEX Cheat Sheet	18
<hr/>	
Appendix: SCORE Domain Example Definitions	31
<hr/>	

Introduction

The 'Amplify our Sector' project builds the capacity of organisations funded through the DCJ Targeted Early Intervention (TEI) funding stream to effectively communicate their social impact. Fams has engaged [For-Purpose Evaluations](#) (FPE) to support the project by developing this Communicating Impact Toolkit (the Toolkit).

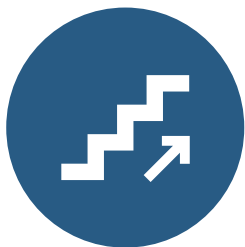
The Toolkit is a guide to effectively communicate stories of impact utilising DEX data. The Toolkit can be used to develop different types of communication for both internal and external audiences, ranging from individual insights, or 'impact bites', to more comprehensive social impact reports.

The Toolkit is in three sections:



The Principles of Communicating Impact

Two key principles to consider when communicating about impact.



Steps to Communicating Impact

A step-by-step formula for communicating impact. The formula includes identifying the scope of your communication, providing background about what you do and the challenges you help your clients address, advice for describing and communicating DEX data, and tips for effectively sharing your outcomes and learning. An example has been provided at the end of each section to demonstrate how this guide can be applied.



DEX Cheat Sheet

A summarised how-to guide for exploring and extracting DEX data.

*Overall, this toolkit aims to leverage the existing wisdom that sits within your organisation. **You** are the expert in identifying positive changes for the children, families and communities you support, and you know what this looks like in practice.*

Principles of Communicating Impact



Keep these principles in mind when you are putting together a report or communication. Look out for these boxes throughout the Toolkit for helpful tips!

Principle 1: Be Purposeful

Effective communication involves a purposeful and targeted approach that considers the audience.

Consider:

- Who will you share your outcomes report with?
- What is the reason/purpose for you to share your outcomes with the audience?
- What do they want to know?
- What types of data will motivate them? For example, stories, quantitative data.
- What story do you want to tell?

Principle 2: Be Courageous

The Amplify our Sector project is an opportunity for organisations to be sector leaders and maintain a focus on continuous improvement.

Organisations demonstrate courage by:

- Recognising that your organisation plays a contributory role in creating positive change, try not to overclaim or infer direct causal outcomes.
- Celebrating both excellence and learning
- Sharing what you've learned

Steps to Communicating Impact



You can communicate a meaningful story of change using the three steps below. Effective impact communication is built on Step 1: Identify Scope and Step 2: Provide Background. You do not need to use DEX or SCORE data until Stage 3: Share Findings.

Step 1: Identify Scope

- Who will we share this with?
- What questions do they have?

Step 2: Provide Background

- What challenges do our clients face?
- How do we help clients address these challenges?
- What outcomes do we hope to achieve?

Step 3: Share Findings

- What did we do? (Outputs)
- What has changed for our clients? (Outcomes)
- What have we learned? (Areas for Improvement)

Step 1: Identify Scope

Best practice impact communication involves a scoping phase. Scoping involves clearly defining your audience and overall objectives for an impact story. This creates a targeted and cohesive story of impact. It can be tempting to dive straight into your data and try to derive meaning from the data without having a clear idea of what you want to say. When we do this, the message we want to convey can be lost or misinterpreted.

Who will you share this with?

Consider your primary audience. Have a clear idea of who you are speaking to and what they are interested in. Being clear on this makes your communication more effective. Examples of different audiences for communicating impact include:

External Audiences

- Funding Partners and Donors
For reporting requirements, acquittals and to attract and retain funding.
- Sector
To share excellence and learnings.
- Potential and Existing Clients
To share what is possible to achieve when they access your service.

Internal Audiences

- Staff and Volunteers
To recognise staff achievements and boost morale
- Program Managers
To inform program level decision-making.
- Executive Team and Board
To understand if the organisation is having the impact it is intended to, and to inform strategy and program improvement.

Principle 1: Be Purposeful

Tailoring your impact communication to your audience will help you to be clear, concise and maximise its effect.

What questions do they have?

Your key audience may be interested in different aspects of your outcomes and work. These interests may include:

- The outcomes achieved through a specific program
- How outcomes vary between different demographic groups
- A specific LGA, region or place
- The strongest impact your organisation achieves, and where you could improve
- Your organisation's overall impact for a community across several programs

Try to consider the most important message that you want to get across. Ask yourself, "if I can only say one thing to this audience, what would it be?" Frame your impact story around this key message.

Parenting Program Example

Who are you sharing this with?

A potential funding partner

What questions do they have?

They want know about the strongest outcomes for the Parenting Program. They are also curious if the outcomes vary according to the primary carer's gender.

Step 2: Provide Background

Before we dive into your organisation's impact, it is a good idea to provide background on your organisation, your clients and your work. Providing this information to your audience is important to help them understand the context your organisation operates in. Be mindful that although you are deeply familiar with the challenges faced by people in your community, not all audiences have this same knowledge. The background section should include:

- What challenges do our clients face?
- How do we help clients address these challenges?
- What makes us unique?
- What outcomes do we hope to achieve?

What challenges do our clients face?

Writing a situation statement

This section includes a description of challenges your clients face that your organisation seeks to address. The 'Current Situation' section of your TEI Program Logic Model contains information that can help provide context to your audience:

1. Who is your target group?

Identify the people that your program directly supports or people who directly benefit from your service.

2. What are the current issues faced by this target group?

Provide a concise description of the challenges faced by the people you support. Think specifically about the challenges you help to address, rather than those that are outside the scope of your service.

3. What are the causes of the current situation?

Describe the factors that contribute to the problem. This may include the factors that you seek to address directly and any broader contextual factors that impact your client's lives. Include supporting evidence where possible.

4. What will happen to the target group if these issues are not addressed?

Outline what the direct and broader impacts are of these challenges. This element is crucial as it adds the "so, what?" factor to compel your audience. Assume that your audience has not had exposure to this problem before.

How do we help clients address these challenges?

The next step is to describe the activities that your organisation or program/s undertake to address the current situation.

Activities

Activities are the services you provide to your clients and the community. They should connect back to the challenges you have outlined in the situation statement.

What makes us unique?

This section is optional and should be very brief in your communication piece. It is an opportunity for you to describe your unique point of difference in the social sector. Consider:

- What is your organisation known for within community?
- What is unique about your community and / or the services you provide?
- When a client tells other people about your service, what do they say?

Parenting Program Example

What challenges do our clients face?

Parents in our community are experiencing extreme emotional and material stress. This can impact their capacity to provide a stable and safe home where their children can thrive. These familial stressors can negatively impact on the child's development and overall wellbeing.

How do we help clients address these challenges?

Our Parenting Programs provide support specifically designed to strengthen the parent/child relationship and support skill building for parents. Skills include being more mindful and calmer with their children and strategies to reduce stress and conflict within the family.

What makes us unique?

We are fortunate to have access to family psychologists that clients can connect with for more tailored and holistic family support.

What outcomes do we hope to achieve?

Identifying Domains

The TEI program operates under the [Targeted Earlier Intervention Program Outcomes Framework](#). Using this framework, the intended outcomes of your work have already been identified as part of your funding contract. You collect data through SCORE against these outcomes.

The 'Client Outcomes' section of your program logic model identifies the intended TEI program outcomes of your service. You can use the [DCJ TEI outcomes alignment tool](#) to identify the SCORE Domains that are related to the outcomes identified in your TEI Contract specifications and program logic model.

Principle 1: Be Purposeful

Select outcomes that are of interest to your audience and the clients you are speaking about.

Describing SCORE Domains

When communicating impact, the SCORE Domains need to be described in a way that can be understood by a broader audience. This is particularly important for audiences that are not familiar with DEX or SCORE. For example, 'Family Functioning' can be interpreted several ways by different people. These terms needs to be defined accessibly using everyday language. To contextualise your chosen SCORE Domain, consider what it looks like for the specific clients you work with. What do they describe when they talk about their home life and their health? What do they share about their relationships with their children? What do they want their family life to look like? Use your professional instincts. Examples are provided in the [Appendix](#).

Parenting Program Example

In our example, the potential funder wants to know the strongest outcomes achieved in the Parenting Program. SCORE Domains that relate to a Parenting Program may include:

Circumstance SCORE Domain	TEI Program Client Outcome Description	What this means in our work
Family Functioning	Sustained safe and stable housing.	Parents have improved skills and increased access to support. Parents are equipped to manage conflict when it arises and meet their child's emotional needs.
Mental Health and Wellbeing	Improved parental health.	Parents can maintain strong physical, mental and emotional wellbeing to be the best parents they can be.
Personal and Family Safety	Reduced risk of entry into the child protection system	Parents have increased capacity to provide a safe, secure and nurturing environment for their child/ren.

Ensure the outcomes you choose are realistic, proportionate to the intensity of the service and can be practically achieved in the time frame. Will you be able to see a change in this outcome because of your activities? Think about:

- the type of activities you conduct,
- the intensity of your service,
- how long clients participate in the service.

For example, attending one or two sessions might improve a client's access to information, but it is unlikely to improve their overall wellbeing in an ongoing way.

Principle 2: Be Courageous

Your organisation's efforts contribute to the bigger picture of positive change for communities and society more broadly, but there are many other factors that affect a person's circumstance and overall wellbeing. Ensure you do not overclaim the extent your program contributed to a person's outcome.

Step 3: Share Findings

Now that your audience understands your context, you can use your DEX data to demonstrate the outcomes of your work. Remember, data on its own is not meaningful, it is the context and interpretation of data that gives it meaning. When communicating outcomes, you can use four clear elements to structure a cohesive story. The four elements are listed below and labelled in the examples using red italics so you can see them in practice.

1. Key finding - what did you find out?

2. Evidence - what data do you have to support this?

3. Description - how would you describe your data to an audience that is not familiar with DEX?

4. Importance - why is this important to share? How does it impact your work or your clients?

What did we do?

Use your DEX data report to tell your audience about what you have done and your clients. DEX data can also be used to monitor your outputs against your contractual obligations.

Outputs

Outputs are the measurable products or services your organisation has delivered to your clients. In DEX, these are recorded as 'session' and 'service type' details. These may include:

- Number of clients supported
- Number of sessions delivered
- Average number of sessions per client
- Referral sources or reasons for seeking assistance

Where possible and relevant, include the percentage as well as numbers to give the audience a better idea for how significant this number is for your organisation.

Reporting referral data

Reporting referral data can serve three primary purposes:

1. Provide outputs for the services provided by your organisation.
2. Demonstrate a service outcome that clients are connected to other services.
3. Help advocate about the extent and type of need experienced by clients, such as an increased need in material aid.

Consider the message you want to convey to your audience and why. This will help you decide whether referral data is needed and where it should go in your report.

Demographics Data

You can also use demographics data to paint a picture of your client cohort. It is important to remember that every piece of data you share when communicating impact should be purposeful. When selecting demographic data to share, refer back to what your audience wants to know. For example, do they specifically want to know about gendered differences in impact? Or are they interested in funding programs that have specific outcomes for Aboriginal and Torres Strait Islander communities?

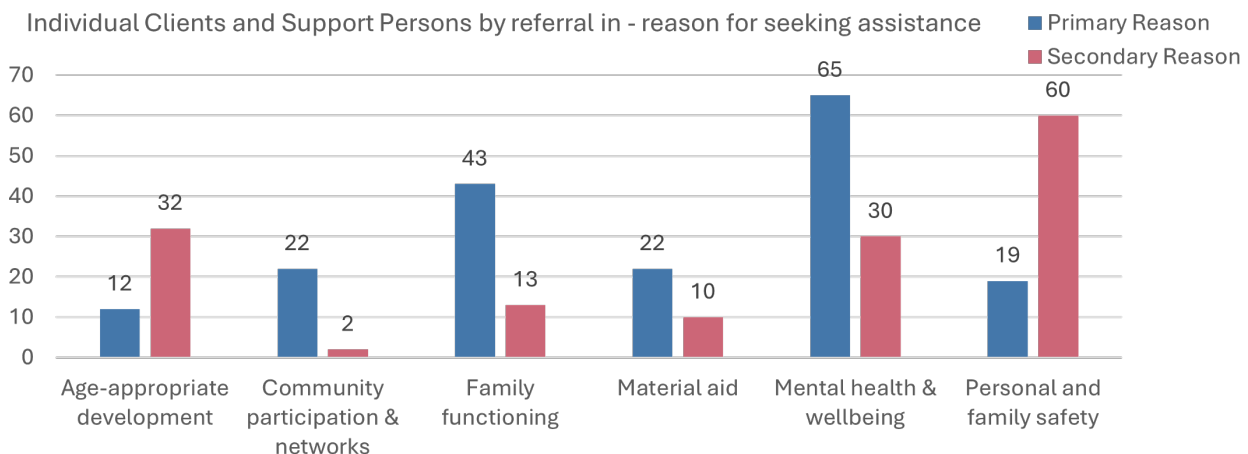
Important: When you look at DEX data, you likely see the people behind the numbers. However, when external audiences look at output or demographic data, they cannot always see the people they represent. Ask yourself "Why are these data important?" Explain this to your audience to help humanise the numbers and enhance your overall impact story.

See the [DEX Cheat Sheet](#) to see how to filter for demographics and explore output data.

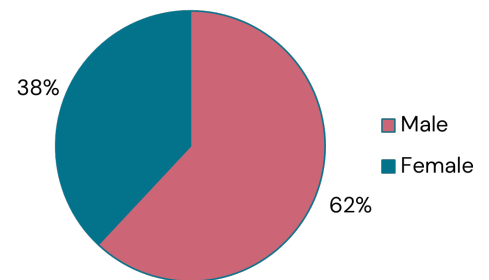
Parenting Program Example

What did we do?

- Key finding >** Over the last 6 months we have seen a spike in referrals, reflecting the increasing challenges faced by people in our community that impacts on family life.
- Evidence >** These challenges are reflected in the two primary reasons clients seek our assistance, 'Mental health & wellbeing' and 'Family functioning'.
- Description >** For our programs, these needs typically relate to managing family conflict and strategies to improve their own mental health.
- Key finding >** The majority (75%) of our clients are single parents.
- Importance >** Without appropriate supports, parenting can be an isolating experience and impact on their mental health and wellbeing. For this reason, we endeavour to link parents in with both formal and informal supports during their time in our program.



- Key finding >** During this time, we held 53 Parenting Program sessions with 27 individual clients. Notably, we have experienced a growth in fathers joining our program,
- Evidence >** now making up the majority (62%) of our client cohort.
- Importance >** This is likely due to our recent targeted outreach towards fathers. We know from existing research that outcomes for children are enhanced when fathers are also involved.



What has changed for our clients?

Outcomes

Outcomes are the positive change that has occurred for clients as a result of your activity. For TEI programs, you can communicate outcomes using SCORE data. After identifying your intended outcomes and the relevant Domain SCOREs to look for in DEX, you can share your clients' SCOREs in the context of your work.

See the [DEX Cheat Sheet](#) for more information on exploring SCORE outcome data.

Analysing SCOREs: Circumstance and Goal Outcome Type

This Toolkit put forward two primary methods for analysing SCOREs for both the Circumstance and Goal Outcome Type.

1. Initial and Subsequent SCOREs
2. % Individual Clients with an Overall Positive Outcome

1. Initial and Subsequent SCOREs

These numbers provide you with the average score for all clients when they first completed the SCORE (initial), compared with their most recent SCORE (subsequent). In this way, you can see whether the average score has increased, decreased, or remained the same across your client cohort. In other words, whether your clients (on average) are doing better, worse or the same since they started accessing your service and to what extent.

Describing Initial and Subsequent SCOREs

On their own, initial and subsequent SCORE numbers are not very impactful for an audience that is not familiar with DEX. We need to provide more information about what SCORE numbers indicate to make them meaningful to a wider audience. Consider what the number means in reality and describe this for your audience, using the table below. SCOREs use a 5-point Likert scale. A broad description of each SCORE number for Circumstance and Goal Domains is provided below:

Rating	Definition	Description: Circumstance	Description: Goal
1	Very poor outcome	Significant negative impact of circumstances on wellbeing.	No progress in achievement of goals.
2	Poor outcome	Moderate negative impact of circumstances on wellbeing.	Limited progress in achievement of goals based on emerging engagement.
3	Moderate outcome	Progress towards improving circumstances on wellbeing.	Some progress in achievement of goals based on strong engagement.
4	Good outcome	Adequate short-term improvement in circumstances.	Moderate progress in achievement of goals.
5	Very good outcome	Adequate ongoing improvement in circumstances.	Full achievement of goals.

2. % Individual Clients with an Overall Positive Outcome

This number indicates the percentage of your clients that have improved in the SCORE domain that you have chosen over the reporting period. It is a good overall statistic to share that shows that your activities are contributing to positive change.

Analysing SCOREs: Satisfaction Outcome Type

The Satisfaction Outcome Type only requires you to identify the proportion of clients who either agree or tend to agree with the outcome statements. The Satisfaction SCORE is a simple way to communicate about the quality of your service. You can include Satisfaction Outcome Type alongside your outputs or your outcomes.

The Satisfaction Outcome Type does not measure change over time. Instead, it uses a simple 5-point Likert scale to measure the client's level of agreement with the statements.

Rating	Definition	Outcome Statements
1	Disagree	<ul style="list-style-type: none"> The service listened to me and understood my issues I am satisfied with the services that I received I am better able to deal with issues that I sought help with
2	Tend to disagree	
3	Neither agree nor disagree	
4	Tend to agree	
5	Agree	

Analysing SCOREs: Individual Client Journey

Sharing an individual client's journey through their outcome SCOREs can be used when sharing one client's story, also known as a case study. This can be useful if you want to communicate that change often is not linear or to 'humanise' the data. Be mindful of privacy and detracting from the organisational or program level data when presenting individual data.

Additional resources for understanding SCORE data

Helpful resources for collecting and analysing SCORE data include:

[TEI Data Collection and Reporting Guide](#)

This guide includes advice on collecting SCORE data. The [Appendix](#) contains a rubric of all relevant Circumstance, Goal, Satisfaction and Community SCORE Domains that support you to understand what each SCORE number means.

[DEX SCORE Translation Matrix](#)

This matrix provides guidance on using alternative tools for collecting DEX data.

[Family Connect and Support Common Assessment Tool](#)

This guide provides tips on data collection with families receiving your services that can easily applied to SCORE data collection.

Adding Qualitative Data

Qualitative data can be used to provide further explanation and depth to your quantitative data (i.e., SCOREs). Going beyond numbers and statistics captures the nuances, emotions, and complexities of the client's experience. Adding qualitative data can also amplify the client's voice as they describe their struggles and successes in their own words. Your audience is also likely to be compelled by the narrative qualitative data can provide. Qualitative data can be images, sounds and text.

There are two common options for utilising qualitative data:

- Adding a case study to focus on the experience of one or two clients.
- Adding relevant qualitative data alongside the SCOREs to provide context.

Refer to the [DEX Cheat Sheet](#) to see how you can extract data related to our case study example.

Parenting Program Example

What has changed for our clients?

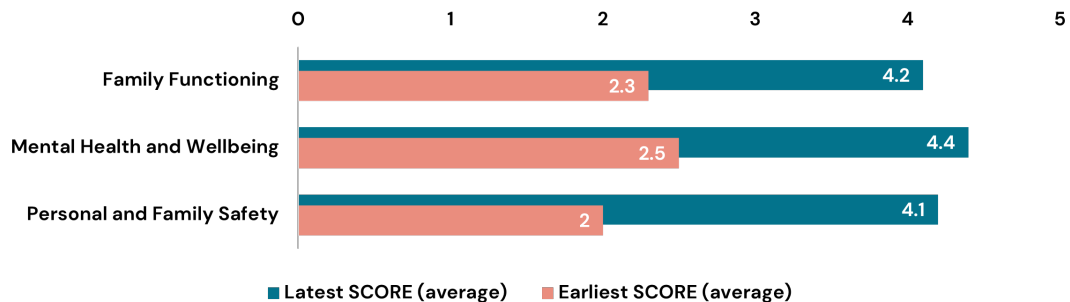
Key finding >

Clients participating in our Parenting Program saw significant improvements in the areas of Family Functioning, Mental Health and Wellbeing and Personal and Family Safety.

Evidence >

	Family Functioning	Mental Health and Wellbeing	Personal and Family Safety
	80% of clients improved	75% of clients improved	70% of clients improved
	<i>"Now we talk about things as a family, before we didn't do that."</i>	<i>"I feel much calmer."</i>	<i>"My kid is so much happier now."</i>

Evidence >



Description >

Clients initially came to us sharing concerns about family conflict. As they have progressed through our program, parents have reported an improvement in their family's overall cohesion and how they have applied their new knowledge into their parenting practice.

Importance >

These changes contribute to a safe and happy environment for children.

Key finding >

Satisfaction SCORE

Clients shared with us that they felt heard by the staff in our organisation.

Evidence >

89% agreed that were listened to and their issues were understood by our service.

What did we learn?

Learnings

Learnings are the areas you have identified for improvement. These might be Domain SCOREs that were not as strong as other Domains.

One of the most important reasons for measuring and communicating the outcomes of your service is to identify areas for improvement. Where possible, communicating impact should balance the organisation's successes as well as learnings. Doing this will demonstrate to your audience that you are confident in your service and committed to continuous improvement.

Principle 2: Be Courageous

Share both your successes and your learnings!

When communicating learnings, you can use the formula below.

Learning Point

Your key finding about an area for improvement.

Evidence

Evidence to support your learning point, using SCORE data or qualitative data you have collected.

Possible explanations and additional context

Evidence from your outputs, qualitative data or academic research to explain why there was limited change in this area.

Note: you may not have enough information to explain why this might be happening, and that is okay. Be careful not to jump to conclusions or make assumptions.

Next steps to enhance impact

A call to action for what your organisation will do to resolve this area for improvement.

Note: This action may be simply to investigate further as to why this is occurring.

Parenting Program Example

What did we learn: Applying a gender lens

Learning Point >	While the broader cohort experienced significant change in their family life, this is mostly attributed to the mothers who attended our program.
Evidence >	Only 40% of male clients experienced improvement in this domain, compared to 90% of female clients.
Explanation >	It's possible this result may be due to the program content being largely designed with mothers in mind.
Next steps >	As such, we have taken steps to review our curriculum to consider a more gender-neutral approach.



Page left intentionally blank





DEX Cheat Sheet



This section provides a summarised how-to guide for exploring and extracting DEX data. Examples have been provided and visuals are designed to reflect what you will see on the DEX reporting portal.

Further DEX resources designed by Fams can be found [here](#).

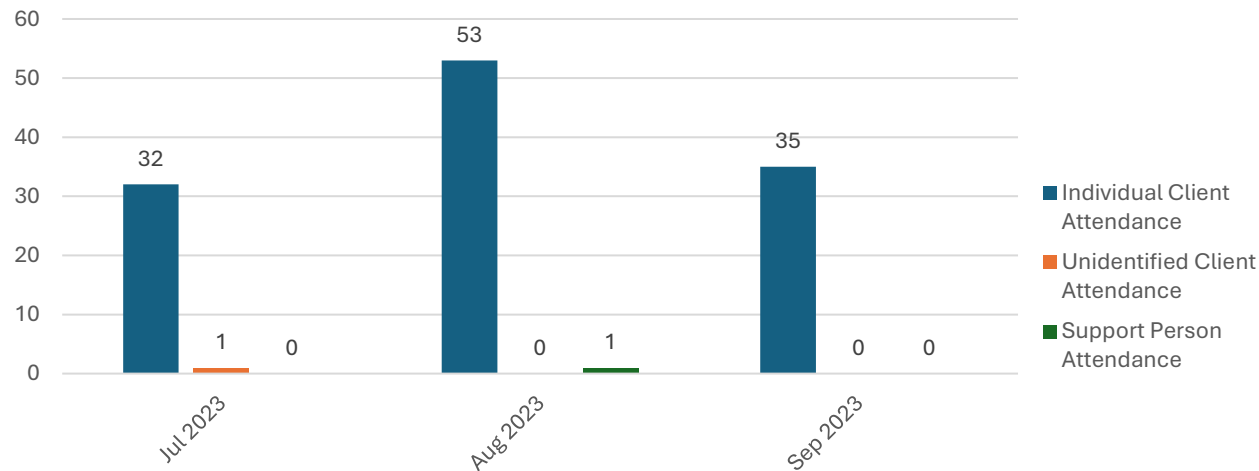
[TEI Program - Fams](#)

Demographics and Output Data

Cases, Sessions and Attendees

The 'Cases, Sessions and Attendees' page in DEX shows a chart of Individual Client Attendance per month.

Attendances per month



Example uses: This data can be useful in identifying whether your organisation’s initiatives or events align with peaks in attendance. Alternatively, you might identify a specific time of year that your clients typically require additional support.

This page also has a table called ‘Summary of cases, sessions, and attendees’ that contains the following useful datapoints, highlighted in the table below:

- Sessions: The number of sessions held over the reporting period
- Average Attendance per Session: The average number of attendees per session
- Individual Clients: The number of unique individual clients that attended sessions over the reporting period.
- Individual Client Attendance: The total number of session attendees over the reporting period.

Note: SCORE can only be assessed on individual clients or community events.

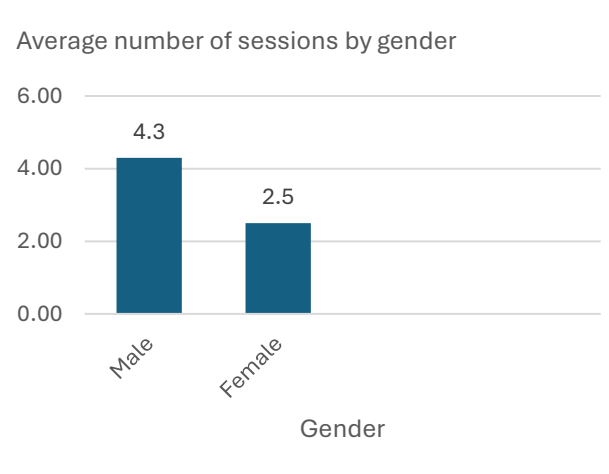
- Average Sessions per Individual Client: The number of sessions that clients attended on average over the reporting period.

Delivery Organisation	Outlet	Outlet LGA	Activity	Service Type	Cases	Sessions	Average Attendance per Session	Individual Clients	Individual Client Attendance	Average sessions per individual client	Unidentified Clients	Unidentified Client Attendance
			TEI – Targeted Support	Parenting Programs	14	53	2.3	27	120	1.9	1	1

Example uses: You can use these datapoints to tell your audience how many people are participating in programs, how often, and the overall average engagement

Client Demographics – Attendance Rates

The 'Client Demographics – Attendance Rates' page of DEX contains visuals that show the Average number of sessions by Demographics. These visuals are useful if you want to provide evidence of differences in how different demographics access support. For example, the sample visual below shows that male clients on average attend more sessions per reporting period than female clients.



Example uses: This information may be useful for prospective funding that is targeted at specific groups of people. You may also use this data to identify as gaps in your outreach activities if a particular demographic is underrepresented.

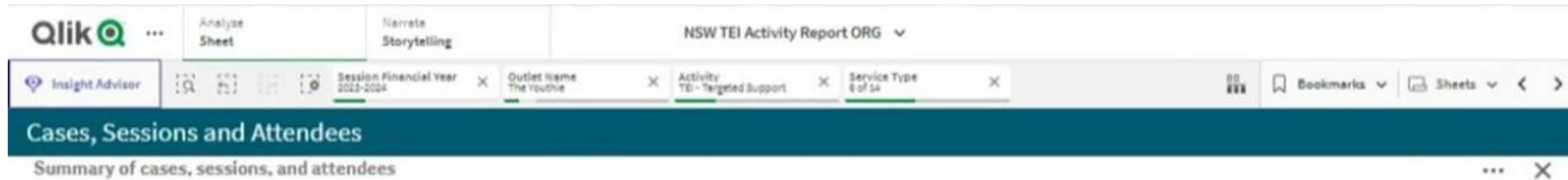
Client Demographics

Filters are easily accessible on the 'Demographics' page of DEX. Available filters include:

- Service type
- Client LGA
- Indigenous status
- Culturally and Linguistically Diverse (CALD) status

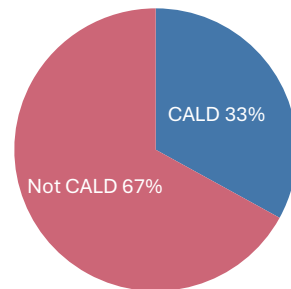
- Age group or age at session
- Gender
- Reason for seeking assistance
- Household composition
- Risk of homelessness

- Identification of disability
- To check the filters you have selected, see the image below:

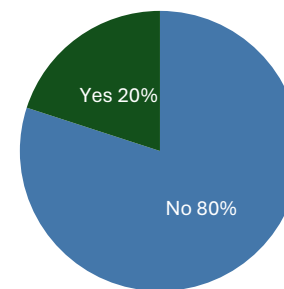


You can explore a lot of information on this page. Keep an eye out for anything that stands out in the data that will help you provide context to your client cohort. Examples of visuals are included below:

Individual Clients and Support Persons by culturally and linguistically diverse status



Individual Clients and Support Persons by disability status



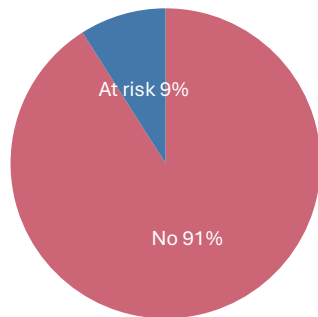
You can cross-filter the visuals on DEX by clicking on a group that you want to know more about. For example, if you have noticed that 33% of your clients identify as Culturally and Linguistically Diverse (CALD) and want to know more about that group, click the piece of the pie chart that represents CALD clients. The other visuals on the page will now show you only information related to CALD clients.

Tip: any filters you select will appear as tabs along the top of the DEX interface as you move through pages. If the data you're seeing are not looking right to you, check the filters you have on.

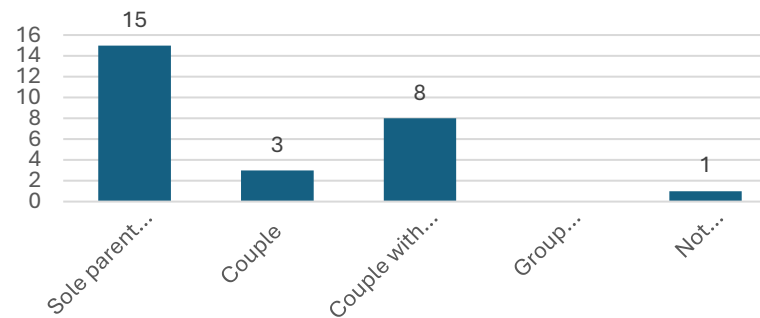
Housing and Service Delivery

The page 'Housing and Service Delivery' contains information about household composition, risk of homelessness, and service setting.

Individual Clients and Support Persons by homelessness



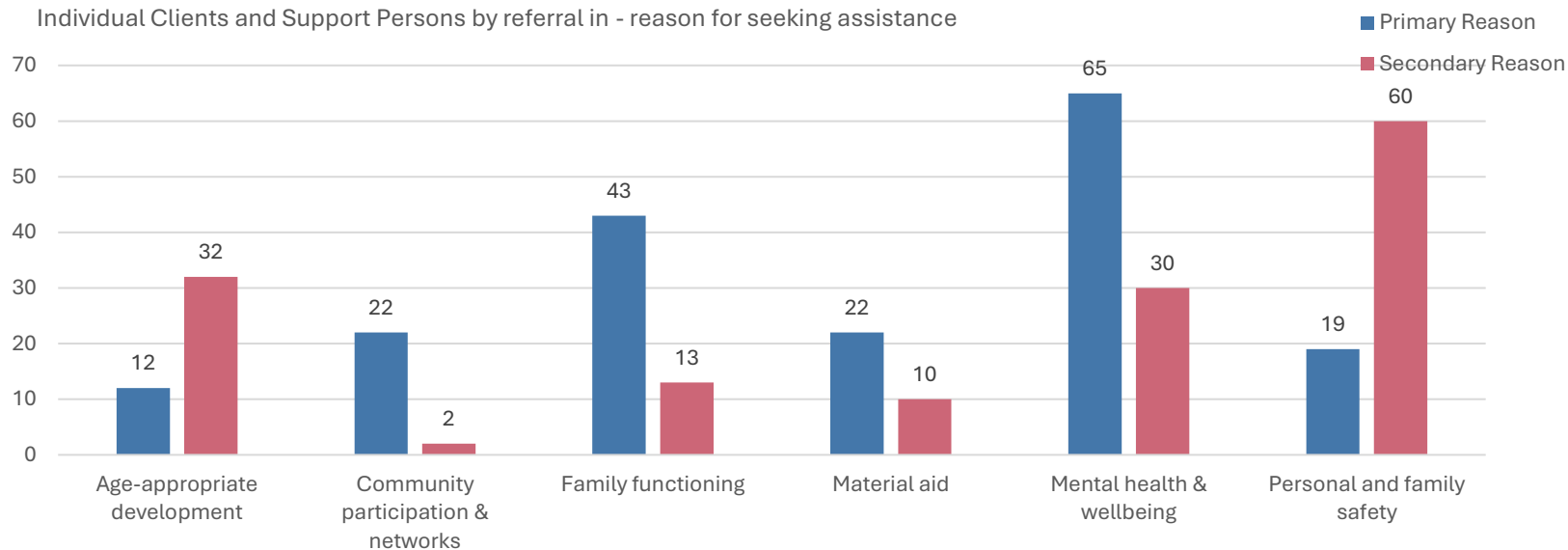
Individuals and Support Persons by household composition



Example uses: This information can be useful to describe other contextual factors that impact your client's lives in your . Alternatively, you can use the service setting information to demonstrate your flexibility in working with clients in a way that suits them.

Referrals

The 'Referrals' page of DEX contains a visual called "Individual Clients and Support Persons by referral in – reason for seeking assistance". The graph below demonstrates that the two primary reasons for seeking assistance are 'Mental health & wellbeing' and 'Family functioning'. 'Personal and family safety' is also the most common secondary reason for seeking assistance.



Example uses: This information can be used to support the challenges outlined in your . For example, a high need for family functioning assistance demonstrates that you are meeting community need. This data can also be useful for funding audiences and broader advocacy.

SCORE Outcome Data

DEX visualises your SCORE data in many ways. It is important to consider what the purpose of your analysis is to help you navigate to the most useful page. Below are the four key pages in DEX that contain relevant information about the outcomes of your work, organised by the purpose of the analysis.

Purpose	Page Name
To see a summary of your SCORE data in a simple table format. This page is recommended if you have limited experience in reading data visualisations.	'Client Outcomes – Summary'
To compare the proportion (%) of clients with an overall positive, neutral or negative outcome by demographic	'Individual Client Outcomes – Demographics'
To compare the average initial and subsequent SCOREs by demographic	'Initial & Subsequent SCOREs by Demographic':
To compare the average initial and subsequent SCOREs by Domain. This is only recommended if you want to identify the strongest and weakest domains at a glance.	'Individual Client Outcomes – Service Type and Domains'

Client Outcomes – Summary

This page contains the three most important fields (highlighted below) that are representative of outcomes achieved through your activities.

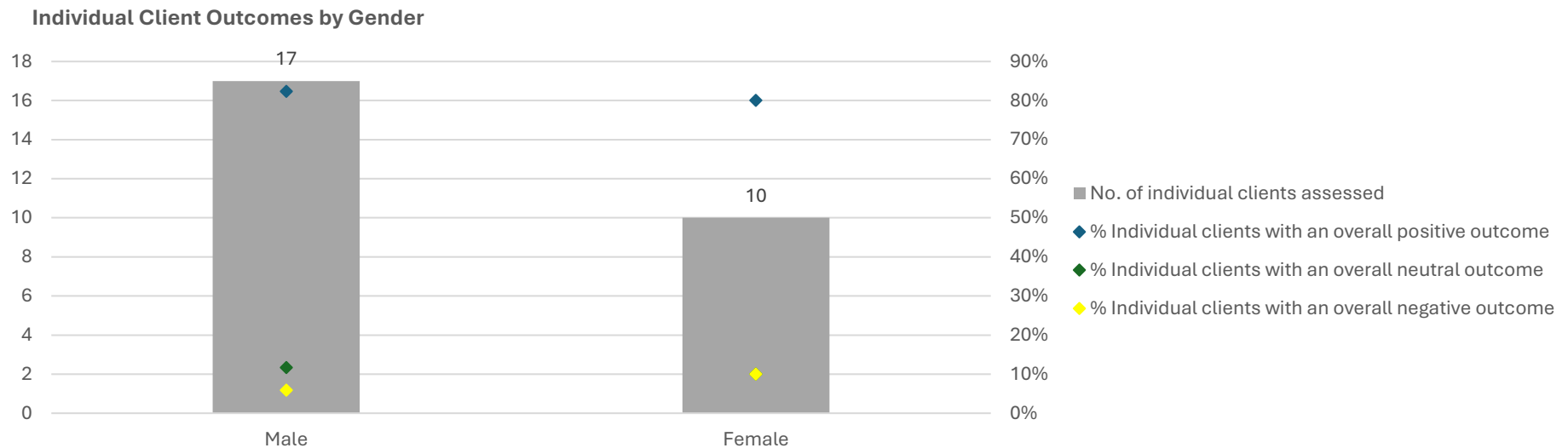
- Initial SCORE (average)
- Subsequent SCORE (average)
- % individual clients with an overall positive outcome

Activity	Service type	# Individual clients with sessions	# Individual clients partially assessed	# Individual clients assessed	% Individual clients assessed	Average number of sessions per individual client	Initial SCORE (average)	Subsequent SCORE (average)	Shift from initial to subsequent	Individual clients with an overall positive outcome	% Individual clients with an overall positive outcome	% Individual clients with an overall neutral outcome	% Individual clients with an overall negative outcome
TEI – Targeted Support	Parenting Programs	57	5	45	67%	6.7	2.3	4.2	+1.9	36	80%	15%	5%

Tip: Remember to set the filter on the left-hand side of this page to the relevant Outcome Type (i.e. Circumstance, Goal or Satisfaction) and Domain. If you do not select the relevant outcome, or select more than one, DEX will present an average of multiple Domain SCORES.

'Individual Client Outcomes – Demographics'

This page shows the proportion (%) of clients with an overall positive, neutral, or negative outcome by demographic. An example visual of individual client outcomes by gender is presented below:

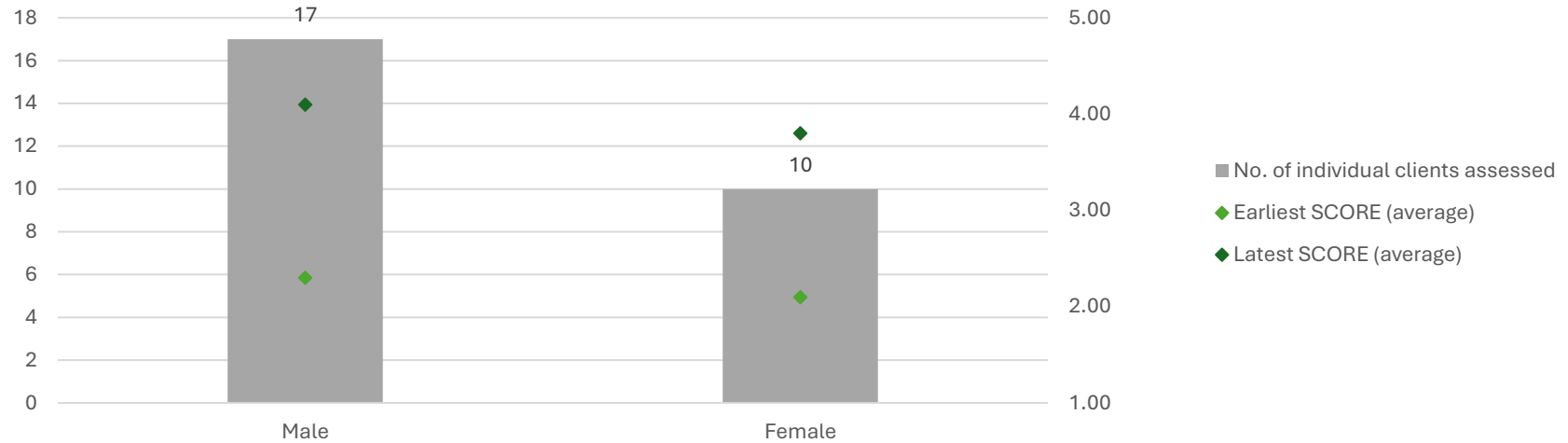


In this visual, the grey column represents the number of male or female clients in the program, and the diamonds represent the % of those clients with a positive, negative, or neutral outcome. (When in the DEX portal, hover your mouse over the diamond to see the %'s).

Initial & Subsequent SCOREs by Demographics

This page shows the average initial and subsequent scores of clients by demographic. An example visual of initial and subsequent SCOREs by gender is presented below:

Initial and Subsequent SCOREs by Gender



In this visual, the grey column represents the number of male or female clients in the program, and the diamonds represent the average initial and subsequent SCOREs for those clients.

'Individual Client Outcomes – Service Type and Domains'

This page shows the average initial and subsequent SCOREs by domain for ease of comparison. An example visual of scores for Circumstances is presented below:



In this visual, the grey columns represent the number of clients assessed for this Domain and the diamonds represent the average initial and subsequent SCOREs.

SCORE Outcome Data: Parenting Program Example

Parenting Program Example

Here we return to our key audience and objective for our case study example.

What the strongest outcomes are for the Parenting Program. They are also curious if the impact varies according to the client's gender.

Circumstance: Family Functioning

Below is a table outlining the SCOREs for the Family Functioning Domain to use as our example.

Initial SCORE (average)	Subsequent SCORE (average)	Shift from initial to subsequent	Individual clients with an overall positive outcome	% Individual clients with an overall positive outcome	% Individual clients with an overall neutral outcome	% Individual clients with an overall negative outcome
2.3	4.2	+1.9	36	80%	15%	5%

Initial and Subsequent SCOREs

Since table above demonstrates the average SCORE has increased, you can claim that on average, clients' family functioning has improved since accessing your service.

Next you will need to provide context to this data to make it into a useful insight. Thinking about how we [contextualised this domain](#) earlier, now consider:

- What did you observe in majority of your clients about their family life when they first accessed your service?
- What changes have you seen since then? What do you see, hear and feel on a regular basis that tells you that their family life has improved?
- What examples can you share about the positive change you have observed?

% Individual Clients with an Overall Positive Outcome

The table above shows that 80% of individual clients have an overall positive outcome in the 'Family Functioning' Domain. You can claim that majority of your clients' family functioning has improved since accessing your service.

Applying a Demographic Lens

After applying the gender filter through DEX, we get the following data according to gender.

Gender	Initial SCORE (average)	Subsequent SCORE (average)	Shift from initial to subsequent	Individual clients with an overall positive outcome	% Individual clients with an overall positive outcome	% Individual clients with an overall neutral outcome	% Individual clients with an overall negative outcome
Male	2.8	3.3	+0.5	5	44%	40%	16%
Female	2.9	4.8	+1.9	31	90%	8%	2%



Initial and Subsequent SCOREs


The table above shows that a significant difference between male and female clients. On average, male clients increased their initial and subsequent SCORE in this domain, although the increase is only by 0.5, compared to 1.9 for female clients. These SCOREs suggest that the Parenting Program achieves outcomes in the Family Functioning Domain to a lesser extent for male clients.



% Individual Clients with an Overall Positive Outcome


The table above finds that only 44% of male clients experienced an improvement in this domain and 40% experienced no change.

Appendix: SCORE Domain Example Definitions

TEI program client outcome	Circumstances SCORE Domain	Example Definitions	Example Circumstance SCORE Statements
 <p>Social and Community</p> <p>Increased participation in community events</p> <p>Increased sense of belonging to their community</p>	Community participation and networks	Supportive relationships with people in the community	I have supportive relationships with people in my community
		Ability to rely on others when in need of support	I have a person I can lean on in times of trouble
		Connection to community	I feel connected to my community
		Involvement and / or participation in local events, groups or activities in the community	I get involved with local activities/groups
		Ability to contribute to the local community	I am able to contribute to my local community
 <p>Health</p>	Physical health	Physical health does not negatively impact daily life	My physical health does NOT negatively impact my daily life
		Good physical health	I have good physical health
		A healthy lifestyle	I have a healthy lifestyle

Improved health of children and young people Improved parental health		Avoiding risky behaviours that negatively impact physical health	I avoid risky behaviours that negatively impact my physical health
	Mental health, wellbeing and self-care	Mental health does not negatively impact daily life	My mental health does NOT negatively impact my daily life
		Low levels of daily stress	I can cope with life's daily challenges
		Ability to cope with the daily challenges of being a parent	I can easily cope with the daily challenges of being a parent
		Good mental health	I have good mental health
		Avoiding risky behaviours that negatively impact mental health	I avoid risky behaviours that negatively impact my mental health
		Spends time doing enjoyable things	I spend time doing things I enjoy
 Safety Reduced risk of entry into the child protection system	Personal and family safety	Strong and ongoing physical safety for the whole family	My family and I have ongoing physical safety
		Strong and ongoing emotional safety for the whole family	My family and I have ongoing emotional safety
		Feeling safe at home	I feel safe at home
		Awareness of the importance of safety for their children	I am aware of the importance of safety for my children
		Money management skills	I have the skills to manage my money

 <p>Economic</p> <p>Sustained participation in employment</p>	Financial resilience	Sufficient money to deal with an emergency (e.g. unemployment, accident)	I have enough money to deal with an emergency (e.g. unemployment, accident)
	Employment	Feeling happy with current employment	I am happy with my current employment
		Current employment is suitable to their needs	My current employment is suitable to my needs
		Progress towards career objectives	I have made progress toward my career objectives
	Material wellbeing and necessities	Satisfaction with standard of living	I am satisfied with my standard of living
		Ability to pay for the essentials (e.g. food, petrol, bills).	I can afford to pay for the essentials (e.g. food, petrol, bills).
		Access to necessities (e.g. food, clothes).	My family and I have access to the basic things we need (e.g. food, clothes)
 <p>Education and skills</p> <p>Increased school attendance and achievement</p>	Age-appropriate development	Child's development is on track	My child's development is on track
	Education and skills training	Feeling happy with my current education/training	I am happy with my current education/training
		Current education/training is suitable to their needs	My current education/training is suitable to my needs
		Support to learn new skills	I am supported to learn new skills
		Consistent school attendance (i.e. five days a week)	I go to school five days a week

		Enrolled in and attend university/TAFE	I am enrolled in and attend university/TAFE
 <p>Home</p> <p>Sustained safe and stable housing</p>	Family functioning	Family functions well in day-to-day life	My family functions well
		Family communicates well	My family communicates well
		Family gets along well	I get along well with my family
		Family can withstand conflict	My family can withstand conflict
		Supportive relationships with family/children/parents	I have supportive relationships with my family/children/parents
		Healthy and / or positive relationships with family/children/parents	I have healthy relationships with my family/children/parents
	Housing	Adequate housing that is suitable to their needs	My family and I have adequate housing
		Stable, longer-term housing	My family and I have stable housing
		Satisfaction with current home	I am satisfied with the home I live in
		Safe housing	I have safe and stable housing

TEI Program Client Outcomes	Goals SCORE Domain	Example Definitions	Goal SCORE Statements	
<p>SCORE goals sit across all TEI program client outcomes</p>	<p>Knowledge and access to information</p>	<p>Knowledge to achieve goals (e.g. find work, manage child's behaviour, keep family safe)</p>	<p>Goal SCORE statements are dependant on the relevant Circumstance. For example, if the Circumstance is Financial Resilience, a statement for Skills may be 'I feel confident to make decisions about my finances'.</p>	
		<p>Information about access the services they might need</p>		
		<p>Access to the information they need</p>		
		<p>Awareness of child's development stages</p>		
		<p>Ability to work out what to do if there is a problem</p>		
	<p>Skills</p>	<p>Skills to achieve goals (e.g. find work, manage child's behaviour, keep family safe)</p>		
	<p>Behaviours</p>	<p>Current behaviour supports ability to achieve goals</p>		
	<p>Empowerment, choice and control to make own decisions</p>	<p>Empowered to make decisions to improve life circumstances</p>		
		<p>Confidence to achieve goals (e.g. find work, manage child's behaviour, change things in the community)</p>		
		<p>Confidence to take care of children</p>		
<p>Confidence to make life decisions</p>				

		Feeling of having control and influence over life circumstances	
		Feeling heard in their community	
		Engaged in local decision-making	
	Engagement with support services	Ease of work with services to achieve goals	
		Ease of talking to people about their needs	
		Knowing how to get help when needed	
		Access to support services they need	
	Impact of immediate crisis	Reduced immediate crisis	