STEP-BY-STEP GUIDE FOR NEIGHBOURHOOD CENTRES

Completing the TEI Outcomes Matrix Template

Step 1: Access the following page from the DCJ website:

https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program

This DCJ website page is a treasure trove of official TEI Program documents, guidelines, examples, resources and tools, webinars and e-modules to help you. It is worth exploring each page by scrolling down as you click on each heading. Note which resources are going to the most useful as you make your way through the process.

Step 2: Gain access to the Outcomes Matrix template

https://www.facs.nsw.gov.au/download?file=787490

The Sugar Valley Neighbourhood Centre examples on the Program Logic page of the DCJ website are essential reading:

https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/program-logic

Step 3: Filling out the Outcomes Matrix:

Each service you are providing (under Service Description in Column 2) needs to have a separate template specifying your TEI program and service level outcomes, the SCORE domains (individual or community), whether you are conducting a survey or using observation, the criteria for the score domains or the survey questions you intend to use and when and how they will be delivered to clients.

It is important in filling this out that you have in mind the benchmarks for recording unidentified groups and individual clients.

This information is quoted from page 20 of the TEI Data Collection and Reporting Guide on the DCJ website.

https://www.facs.nsw.gov.au/download?file=727030

Recording unidentified groups and individual clients

We expect that services within the Community Strengthening stream will have a number of unidentified clients. These clients will be reported in the Data Exchange as unidentified groups.

Table 2 outlines what proportion of clients we expect will be unidentified groups and individual clients in the Community Strengthening stream.

	Unidentified Groups	Individual Clients
Develop community connections	75% or less of clients will be recorded as unidentified groups	25% or more of clients will be recorded as individual clients
Provide a community centre	50% or less of clients will be recorded as unidentified groups	50% or more of clients will be recorded as individual clients
Provide community support	50% or less of clients will be recorded as unidentified groups	50% or more of clients will be recorded as individual clients

Please note:

☐ Services will not be penalised if they cannot meet these requirements. We understand that it may not be practical, possible, or appropriate to collect information from individual clients for many of the service types in the Community Strengthening stream.

☐ Individual clients only need to be recorded when it is relevant to the service you deliver. For example, we do not expect individual client information (demographic and need data, client SCOREs) will be collected from people attending one-off community events. In this example, it would be more appropriate to record the number of unidentified (group) clients and a Community SCORE.

Be aware that to enter data into DEX privacy laws need to be observed:

Consent and Privacy

Consent has to be obtained to collect and enter data into DEX. Information about this can be found at

https://www.facs.nsw.gov.au/download?file=778320

Step 4: Fill in column 1 – TEI Program Outcome

This is recorded in the negotiated TEI schedule and Column 6 of the Program Logic

Step 5: Fill in column 2 – Program Level Outcome

This is recorded in Column 6 of the Program Logic

Step 6: Fill in column 3 – How will this outcome be measured?

This column is where the hard work is.

You need to decide how the **output** data will be captured and what **proof** you have that you haven't just made it up. For example, are there Intake forms, client files, rolls of attendees or sign-in sheets for classes, logbook, booking forms etc.

You will need protocols for recording and submitting this information, if you have more than one staff member.

Here is where you also decide what the domains and survey questions or observation criteria you will use for SCORE (both identified or unidentified). These need to be stated clearly in this column. The actual tools, forms or questionnaires which you hand to people need to be developed. See the Sugar Valley examples.

For understanding **Community Score** and **Individual Score** and how they work please see the DCJ website under the heading "Key TEI Resources"

https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program/chapters/key-tei-resources

and scroll down to "Measuring and Reporting Outcomes" and "Data Exchange Webinar Series" and listen to Webinar 9 & 10.

Step 7: Fill in column 4 – When will the questionnaire or observation be taken.

The decision is made as to whether measurement is by one survey, an observation by the expert practitioner, or a pre and post survey. When will this be done?

Step 8: Fill in column 5 – Who will do it?

It may be a counsellor, a front desk volunteer, the community worker or a class teacher. Be specific.