

Translation matrix/Concordance Table from CSOT to SCORE (DEX)

Based on Australian Government. (2019). *Data Exchange SCORE Translation Matrix*, version 3, p.20 'Template for translating self-assessment instruments', <https://dex.dss.gov.au/document/121>

Background	<p>The Community Services Outcomes Tree (CSOT) was designed by the Centre for Social Impact, Swinburne University of Technology and launched in October 2021.</p> <p>https://communityservicesoutcomestree.com/</p> <p>The Community Services Outcomes Tree is a framework for capturing the outcomes individuals experience as a result of community services. It is freely available for non-commercial use. The Community Services Outcomes Tree is designed to help community sector organisations measure the effect they are having on individuals' lives. This includes community service organisations, not-for-profit organisations and social enterprises. The framework can also be used by funders of community services such as governments and philanthropics. The framework encourages a 'whole of life' approach and recognises the way in which life domains interrelate.</p> <p>In designing the Community Services Outcomes Tree researchers:</p> <ul style="list-style-type: none"> - Conducted an extensive review of government, not-for-profit and academic literature related to outcomes measurement, both in Australia and internationally, reviewing more than 200 sources. - Carried out consultations with a major community service in Victoria and Tasmania who provided valuable feedback and expertise on service provider realities. - Carried out consultations with the Consumer Partnership Group of this service provider who shared their insights based on their lived experience of services and expected outcomes. - Tested the framework against the outcome focus of various community services and government agencies with which they worked to ensure a broad coverage. <p>Each domain and outcome area are accompanied by a question set designed to capture outcome data in the leanest way possible. These questions have been designed to minimize burden and to generate outcomes data based on a single episode of data collection. The method is designed for the self-report of individuals who use community services.</p>
Key considerations	<p>The CSOT questions have been designed for adult use but could be translated for children. Outcomes focus on life circumstances:</p> <ul style="list-style-type: none"> - Choice and empowerment - Daily Life - Employment - Family - Finance - Health - Housing - Justice - Learning skills and development - Safety - Services and government benefits - Social inclusion <p>CSOT does not reflect qualities of service provision such as 'respect', 'being listened to' etc.</p>

Outcome measure	Extent of change in outcome area since engagement with the service using a 5 point scale ranging from 'Got a lot worse' to 'Got a lot better'.					
Valid use of outcome measure	<p>Select an outcome from the CSOT, https://communityservicesoutcomestree.com/. Use the related questions and description of the outcome. Descriptions of the outcome are provided that reflect the concepts usually associated with this outcome in the literature. The language can be customised to suit the context and cohort.</p> <p>The CSOT should be administered at a time point in service when outcomes could be expected to be apparent to the individual. This time period will differ for each service type. The CSOT can be used repeatedly to assess differences in amount of change, or new outcome areas can be added or can replace others where the outcome focus is expected to alter over time.</p>					
Recommended SCORE domain(s)	Physical health; Mental health, wellbeing and self-care; Personal and Family Safety; Age-appropriate development; Community participation and networks; Family functioning; Financial resilience; Employment; Education and skills training; Material wellbeing and basic necessities; Housing					
Recommended SCORE translation	SCORE	1	2	3	4	5
		Very poor	Poor	Moderate	Good	Very Good
	Q1 Think about your [outcome] since coming to the service. For example, [description of outcome inserted] . How has this changed since coming to [insert service name].	Got a lot worse	Got a bit worse	Not changed	Got a bit better	Got a lot better