Whole of sector Outcomes Measurement Framework

Project update to SCF: June 2019

Kylie Hansen, Senior Consultant, WACOSS
• Deliver an agreed-upon framework to measure outcomes across the community services sector;

• Ensure the framework gives government a clear picture of the effectiveness of its funding, leading to improved funding decisions;

• Ensure the framework assists organisations in providing more targeted, flexible and innovative services, and new opportunities to collaborate.
Engagement

- **105 total opportunities** to socialise the Framework and receive feedback
- **987 people** reached through these opportunities
- **7 focussed workshop consultations**, including 2 x regional opportunities
- **11/15 DLGs** briefed
- **More than 20 Frameworks** shared with us to ‘map in’ and draw from
- **70+ pages** of collated feedback
- Connection with **local government** (e.g. CoP Social Strategy)
- **Positive links**: adopted by orgs; Depts working to it; Our Communities; Index of Wellbeing
# Awareness of State Government Policy and Suggested Steps Forward for the Community Sector.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td><strong>VIC</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you familiar with the Victorian Government Outcomes Architecture</td>
<td>7</td>
<td>22.6</td>
<td>24</td>
</tr>
<tr>
<td><strong>NSW</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Are you familiar with the NSW Government Community Services Performance Monitoring Framework</td>
<td>24</td>
<td>52.2</td>
<td>22</td>
</tr>
<tr>
<td><strong>QLD</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you familiar with the Queensland Government Human Services Quality Framework</td>
<td>15</td>
<td>51.7</td>
<td>14</td>
</tr>
<tr>
<td><strong>SA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you aware that the South Australian Government is using the Australian Service Excellence Standards to improve the quality of community services</td>
<td>4</td>
<td>28.6</td>
<td>10</td>
</tr>
<tr>
<td><strong>TAS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does your organisation contribute data to the Tasmanian Government Department of Health and Human Services Dashboard</td>
<td>6</td>
<td>75.0</td>
<td>2</td>
</tr>
<tr>
<td><strong>WA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you familiar with the WA Government Delivering Community Services in Partnership Policy (DCSP Policy)</td>
<td>17</td>
<td>56.7</td>
<td>13</td>
</tr>
<tr>
<td>Have you heard of the WA Government's proposed whole-of-government outcomes framework</td>
<td>12</td>
<td>40.0</td>
<td>18</td>
</tr>
</tbody>
</table>
Outcomes Measurement Framework WA Prototype 5: June 2019

The Framework is a hierarchy of outcomes and associated indicators, providing the architecture for a whole-of-government and a whole-of-sector approach to service delivery across agencies and organisations. The intent of the Framework is to orient our focus to the outcome, rather than the output, and to the person, rather than to the program.

Domains and outcome statements:

**Safe**
We are safe and free from harm

**Stable**
We are financially secure and have suitable, stable and culturally appropriate housing

**Healthy**
We are healthy and well

**Equipped**
We have the skills, experiences and resources to contribute to our community and economy

**Connected**
We are connected to culture, our communities, our environment, and to each other

**Empowered**
We choose how to live our lives

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**EMPOWERED**
We choose how to live our lives

**SAFE**
We are safe and free from harm

**HEALTHY**
We are healthy and well

**STABLE**
We have the skills, experiences and resources to contribute to our community and economy

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**Sustainable**
Our built and natural environments are clean, liveable and sustainable

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*Denotes alignment with an Our Priorities outcome:
Outcomes Measurement Framework

WA Prototype 5
Outcomes Measurement Framework

Indicators Bank

Illustrative Framework

CONNECTED

EMPOWERED

SAFE

STABLE

EQUIPPED

HEALTHY
<table>
<thead>
<tr>
<th>Population level outcomes</th>
<th>Sub-outcomes</th>
<th>Indicators</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>We are free from domestic and family violence (COW, SYD, VIC)</td>
<td>N/A - Indicators and measures map directly to population-level outcome</td>
<td>Reduced prevalence of family violence (VIC)</td>
<td>Rate of incidence of family violence recorded by police (VIC)</td>
</tr>
<tr>
<td>We are free from injury, including self injury</td>
<td>N/A - Indicators and measures map directly to population-level outcome</td>
<td>Injury on roads (SYD)</td>
<td>Fatalities and deaths due to road traffic crashes (SYD, VIC)</td>
</tr>
<tr>
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<td>Vehicle and road users meet legal and other standards (OBM - Transport, OBM - WAPOL)</td>
<td>Percentage of vehicle examinations completed in accordance with the Australian Design Rules (Safe Vehicles) (OBM)</td>
</tr>
<tr>
<td></td>
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<td>Number of falls (SYD)</td>
<td>Prevalence of injuries and falls in the past 12 months, 16 years and over (broken down by any injury and specific falls-related injury) (SYD, GOV - H)</td>
</tr>
<tr>
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<td></td>
<td>Rate of deaths by intentional self-injury (LW)</td>
<td>ABS, Causes of Death Australia (cat. No. 3303.0)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Suicide rates, cause of death indicators (GOV - H)</td>
<td>Epidemiology – possible data source WA Department of Health Data Linkage Branch mortality data sets, there is a time lag on the data set, last set of data is from 2015 and is preliminary (GOV - H)</td>
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<td>Crimes against people (NSW, AIFW)</td>
<td>Rate of offences against the person per 100,000 people (OBM - WAPOL)</td>
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<td>Percentage of people who experienced a personal crime in the last 12 months (LW)</td>
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<td></td>
<td>% of Western Australians who experienced violence in the past 12 months (GOV - NSW)</td>
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<td>Proportion of adults experiencing at least one incident of sexual violence since the age of 18</td>
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</tbody>
</table>
Worked Example
Recommendations for Implementation

- **Compelling vision** for implementation from Working Group
- Consistent, agreed-upon approach to outcomes for human services across sectors and departments
- This phase → first step towards **whole of government** framework to underpin State Government approach to **outcomes-based policy and procurement**
  - E.g. Sustainable, Healthy and domains alongside incorporation of elements of OBM
- Indefinitely iterative
- Leverage **current priorities and policy**
- Outcomes Based Management
Next steps
(to achieve priority as outlined in SCP)

- Second phase of development of the OMFW requires:
  - Information/input from implementation instances
  - Improved usability and functionality
  - Ongoing consultation and engagement, specifically re: outcomes for Aboriginal peoples
- Agreement on appropriate authorising environment
  - Above development may need to occur before official government processes
- Implementation will provide service-level outcomes that can be mapped to population level outcomes
- Long-term resourcing, capacity-building across sectors and ownership (recommendation with a central agency)
Immediate next steps

It is recommended that the SCF:

1. Provide in-principle endorsement of the Framework
2. Brief Minister McGurk about the Framework and possible next steps
3. SCF DGs promote the use and testing of the OMFW within their Departments