

Whole of sector Outcomes Measurement Framework

Project update to SCF: June
2019

Kylie Hansen, Senior
Consultant, WACOSS

Election commitment

- 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.

Awareness of relevant State Government policies among community sector organisations with the majority of their contracts in each State, 2019.		Yes		No		Total	
		N	%	N	%	N	%
VIC	Are you familiar with the Victorian Government Outcomes Architecture	7	22.6	24	77.4	31	100.0
NSW	Are you familiar with the NSW Government Community Services Performance Monitoring Framework	24	52.2	22	47.8	46	100.0
QLD	Are you familiar with the Queensland Government Human Services Quality Framework	15	51.7	14	48.3	29	100.0
SA	Are you aware that the South Australian Government is using the Australian Service Excellence Standards to improve the quality of community services	4	28.6	10	71.4	14	100.0
TAS	Does your organisation contribute data to the Tasmanian Government Department of Health and Human Services Dashboard	6	75.0	2	25.0	8	100.0
WA	Are you familiar with the WA Government Delivering Community Services in Partnership Policy (DCSP Policy)	17	56.7	13	43.3	30	100.0
	Have you heard of the WA Government's proposed whole-of-government outcomes framework	12	40.0	18	60.0	30	100.0

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



- Sustainable**
 Our built and natural environments are clean, liveable and sustainable*
- Our natural environment is sustained and enhanced*
- Our ecosystems are protected and restored
- We are connected with, and care for, our natural heritage*
- Our conservation and land management is informed by cultural knowledge, and managed with Aboriginal people*
- We act to mitigate and combat climate change and its impacts
- Waste generated in WA is reused or recycled*

● Population level outcomes
 ■ Example Sub-outcomes/indicators
 *Denotes alignment with an *Our Priorities* outcome

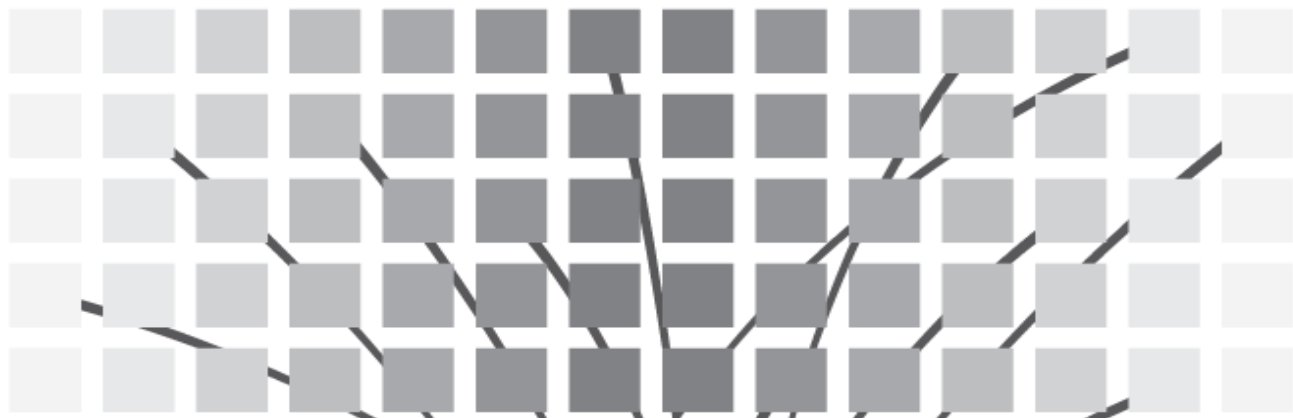


Outcomes Measurement Framework

WA Prototype 5

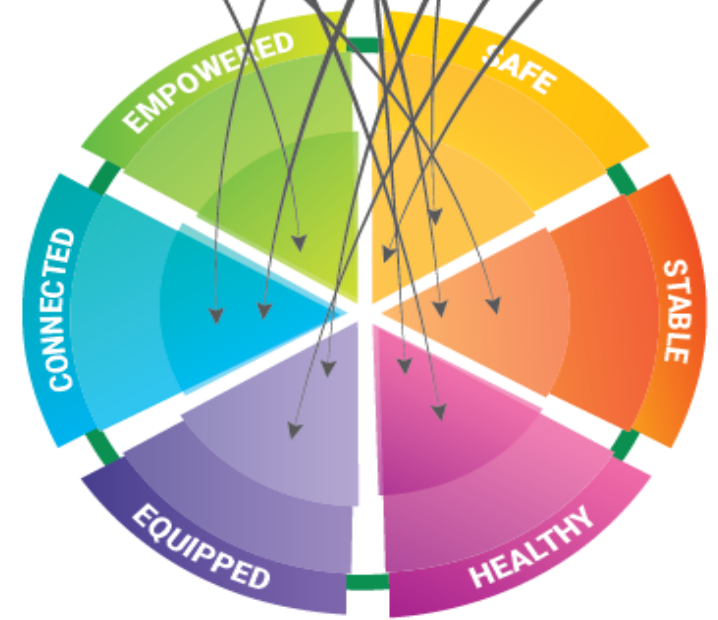


Indicators Bank



Outcomes Measurement Framework

Illustrative Framework



Population level outcomes	Sub-outcomes	Indicators	Measures
<p>We are free from domestic and family violence (COW, SYD, VIC)</p>	<p>N/A - indicators and measures map directly to population-level outcome</p>	<p>Reduced prevalence of family violence (VIC)</p>	<p>Rate of incidence of family violence recorded by police (VIC)</p> <p>Percentage of family and domestic-related incidents where an offender was processed for an offence against the person within seven days (OBM - WAPOL)</p> <p>Percentage of departmental clients who were assessed and received a response as a result of a FDV incident and did not require another FDV-related response within 12 months (GOV - C)</p>
		<p>Reduced impact of family violence (VIC)</p>	<p>Rates of hospitalisations for domestic violence incidents (GOV - H)</p>
		<p>Injury on roads (SYD)</p> <p>Vehicle and road users meet legal and other standards (OBM - Transport, OBM - WAPOL)</p>	<p>Fatalities and deaths due to road traffic crashes (SYD, VIC)</p> <p>Percentage of vehicle examinations completed in accordance with the Australian Design Rules (Safe Vehicles) (OBM)</p> <p>Percentage of drivers licences issued that comply with the Graduated Driver Training and Licensing System (Safe Drivers) (OBM)</p> <p>Percentage of drivers licence cards issued within 21 days of completed application (OBM)</p> <p>Percentage of traffic law enforcement contacts made by police officers that target Category A offences (OBM - WAPOL)</p>
<p>Number of falls (SYD)</p> <p>Rate of deaths by intentional self-injury (LW)</p> <p>Suicide rates, cause of death indicators (GOV - H)</p>	<p>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)</p> <p>ABS, Causes of Death Australia (cat. No. 3303.0)</p> <p>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 2016 and is preliminary (GOV - H)</p>		
<p>We are free from injury, including self injury</p>	<p>N/A - indicators and measures map directly to population-level outcome</p> <p>Suicide rate (HW, LW)</p>	<p>Injury on roads (SYD)</p> <p>Vehicle and road users meet legal and other standards (OBM - Transport, OBM - WAPOL)</p>	<p>Fatalities and deaths due to road traffic crashes (SYD, VIC)</p> <p>Percentage of vehicle examinations completed in accordance with the Australian Design Rules (Safe Vehicles) (OBM)</p> <p>Percentage of drivers licences issued that comply with the Graduated Driver Training and Licensing System (Safe Drivers) (OBM)</p> <p>Percentage of drivers licence cards issued within 21 days of completed application (OBM)</p> <p>Percentage of traffic law enforcement contacts made by police officers that target Category A offences (OBM - WAPOL)</p>
		<p>Crimes against people (NSW, AIFW)</p>	<p>Rate of offences against the person per 100,000 people (OBM - WAPOL)</p> <p>Percentage of people who experienced a personal crime in the last 12 months (LW)</p> <p>% of Western Australians who experienced violence in the past 12 months (GOV - J, NSW)</p> <p>Proportion of adults experiencing at least one incident of sexual violence since the age of 15 years (VIC)</p>

Worked Example

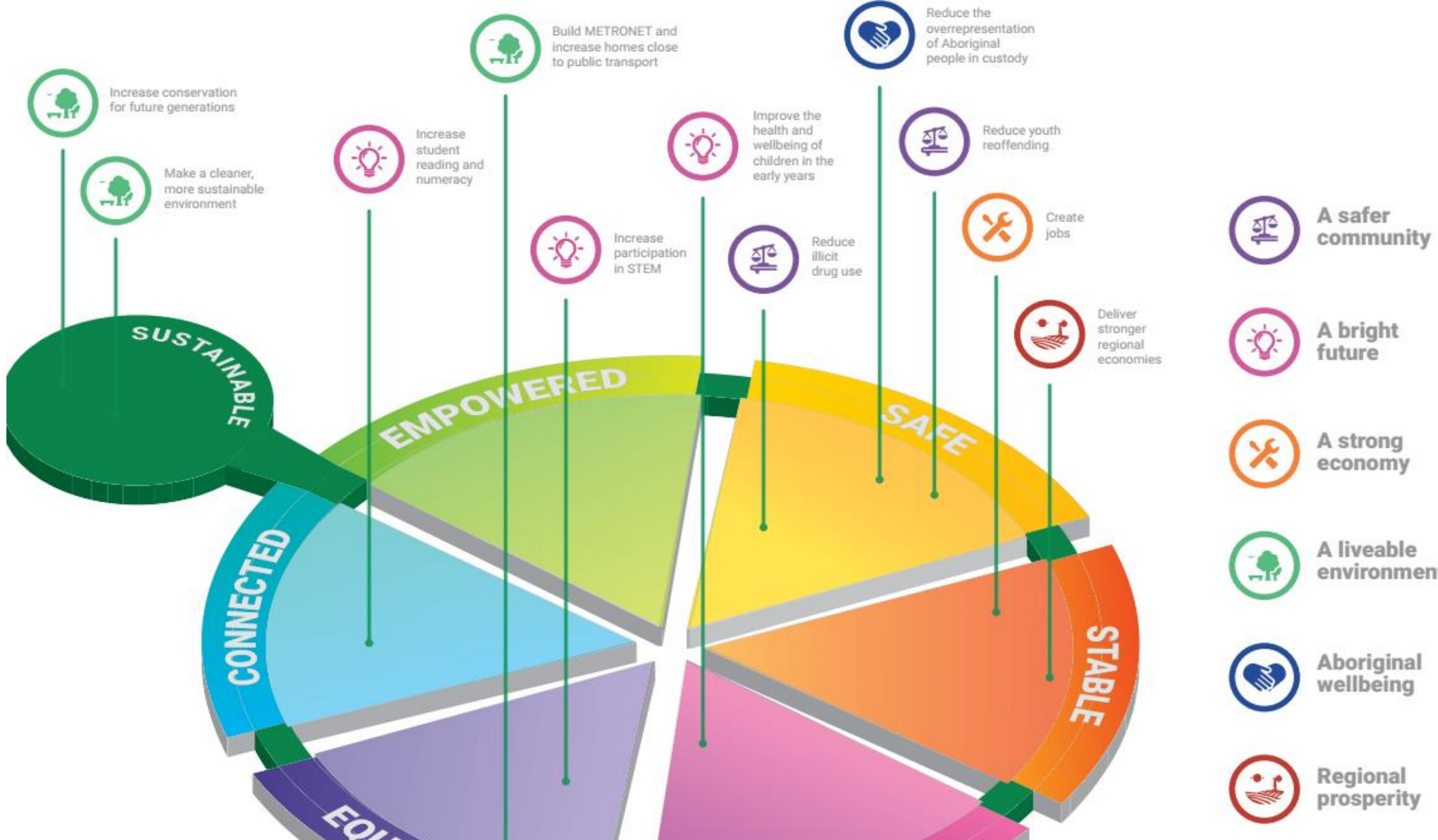
Mapping contract outcomes and indicators against proposed population-level framework			
Domains and outcome statements:	Stable We have suitable and stable homes and are financially secure	Safe We are safe and free from harm	Connected We have strong relationships and are connected to culture and community
	Population outcomes: - We have stable homes with secure tenure - We have appropriate living conditions - We have financial security	Population outcomes: - We are free from domestic violence - We are free from abuse and neglect - We are free from crime - We are free from injury, including self-harm	Population outcomes: - We have strong personal relationships - We are part of strong, functioning families - We participate in our communities - We feel connected to culture
	Population indicators: - Eg, decrease in homeless population	Population indicators: - Decrease in rate of domestic and family violence	Population indicators: - Increase in rate of participation in community activities
Family Support Network Lead Agency contract			
System-level outcomes:	- FSN's provide... secondary family support to improve outcomes for vulnerable children... and prevent the need for tertiary intervention	- FSN's provide... secondary family support to improve outcomes for vulnerable children... and prevent the need for tertiary intervention	- FSN's provide... secondary family support to improve outcomes for vulnerable children... and prevent the need for tertiary intervention
Program-level outcomes & indicators:	Families improve parenting skills to safely care for their children at home	Families improve parenting skills to safely care for their children at home	Families improve and develop culturally safe support networks
	Number and percentage of families with a closed case plan exiting the service by Aboriginal family status who reported confidence to maintain stable family environment	Number and percentage of families with a closed case plan exiting the service by Aboriginal family status who reported increased ability to keep children at home safely	Number and percentage of families with a closed case plan by Aboriginal family status who report they have increased their culturally safe support networks at case closure

Population-level outcomes framework:

Examples of aligned outcomes in contracts:

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 OMFV 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 OMFV within their Departments