



OMF Driver

- 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 community service organisations** in providing more targeted, flexible and innovative services as well as finding new opportunities to cooperate, including providing improved access to non-sensitive data from government for improved service design.



**SUPPORTING
COMMUNITIES**

**ELECTION
COMMITTMENT**

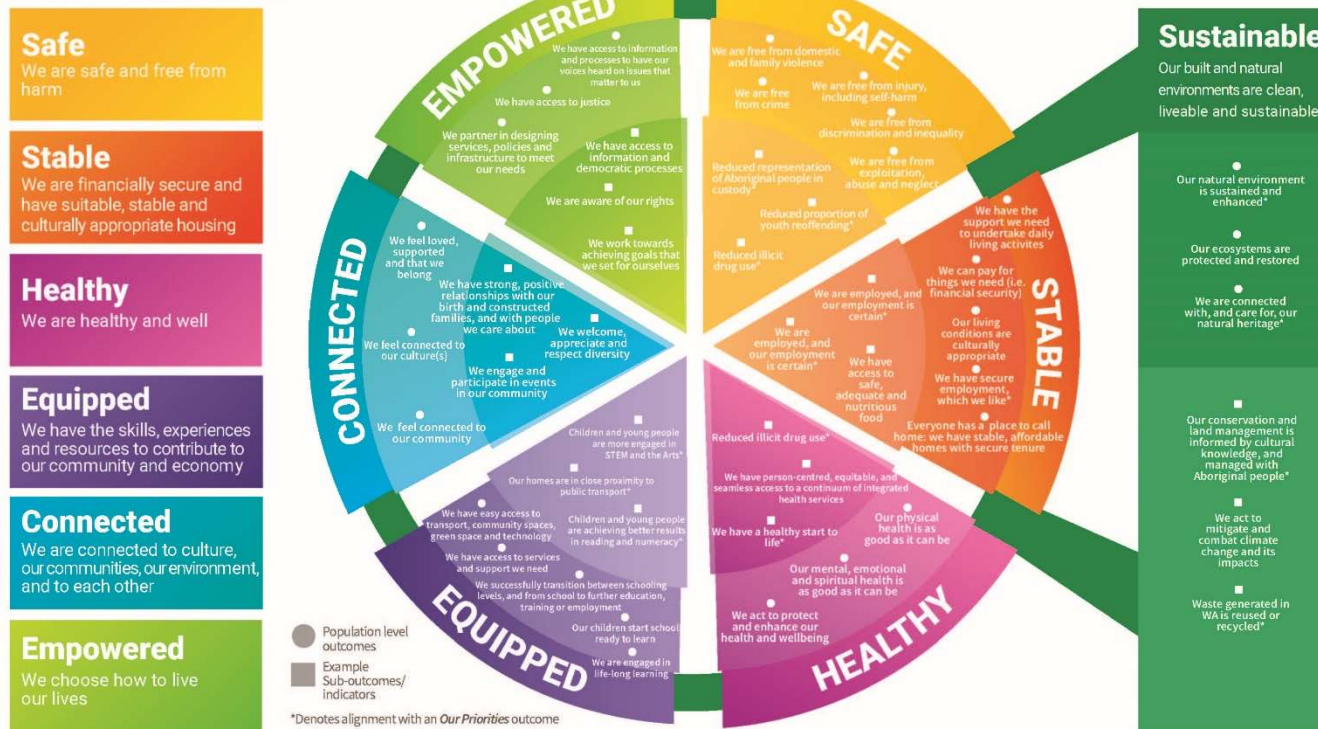


Prototype Framework – Approved by SCF

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:





OMF Implementation Plan Deliverables

- Primary Indicators
- Operational Processes
- Support and training materials

Approved OMF Implementation Plan deliverables

- **Option 1 (approved)**
 - raise awareness of the Framework across the Government and Community services sectors;
 - increase awareness and understanding of outcomes-focused planning and procurement;
 - provide a high-level reference for organisations to map activities against the common indicators, outcomes and domains identified in the Framework; and
 - testing of the Framework in select cases and documenting these case studies which will generate practical examples to guide agencies in the use of the Framework.
- **Option 2 (approved)**
 - Further development of the Framework, including identification of **primary** indicators across all outcomes for ease of use and functionality;
 - Development of elements of the Framework to fill the gaps in linking procurement to population level outcomes;
 - Incorporation of best practice outcomes measurement from other jurisdictions;
 - Desktop publishing of the Framework for accessibility, including graphic design;
 - Development of a short user guide to practically assist government agencies in implementing the framework; and
 - Development and delivery of a one-off training session to launch the updated Framework and build capability within agencies.

Operation of the OMF - Examples

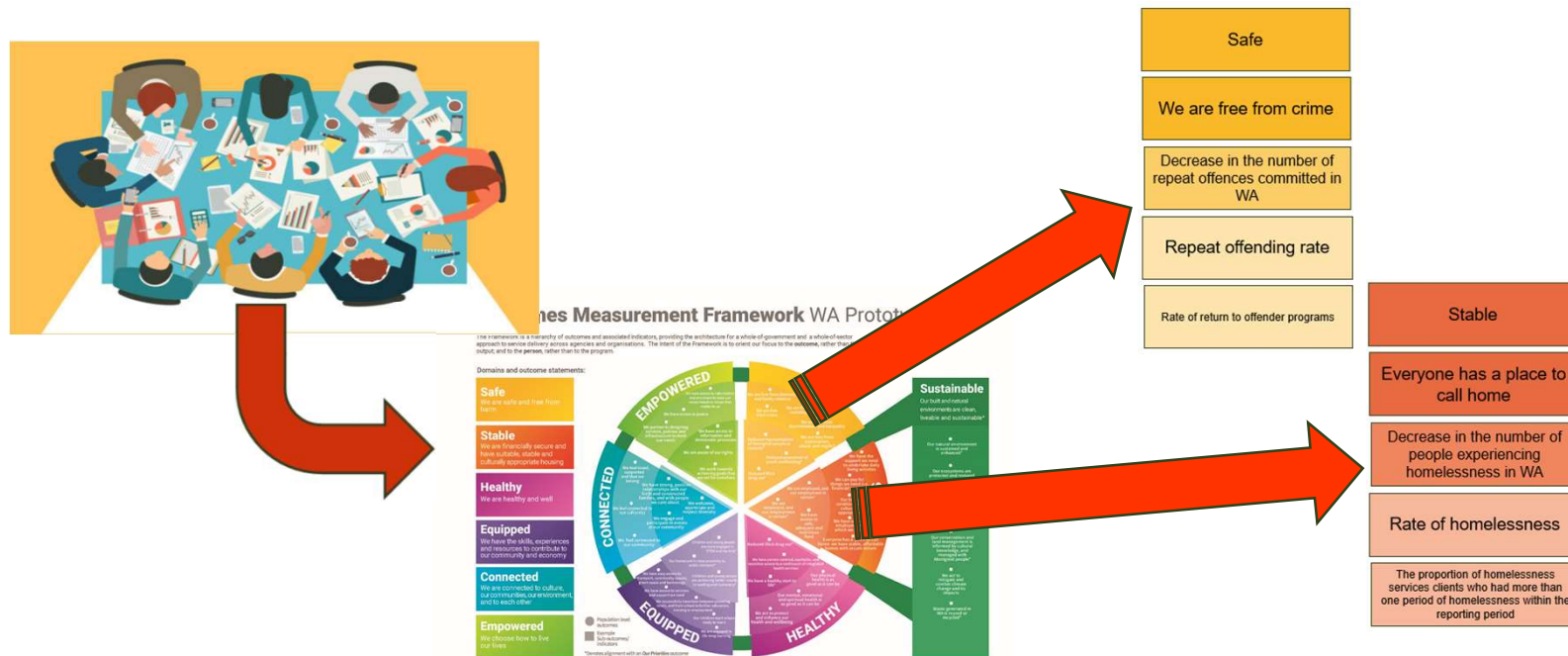
- The OMF will define a hierarchy of outcomes that can be used across DCSP Service Agreements

Framework	Example Outcome 1	Example Outcome 2
Domains	Stable	Safe
Population Level Outcomes	Everyone has a place to call home	We are free from crime
DCSP Population Outcomes	Decrease in the number of people experiencing homelessness in WA	Decrease in the number of repeat offences committed in WA
Primary Indicator	Rate of homelessness	Repeat offending rate
Measures	The proportion of homelessness services clients who had more than one period of homelessness within the reporting period	Rate of return to offender programs



Application of the OMF

- It is proposed that at least two (2) Population Outcomes from the OMF, along with the respective Primary Indicators and measures must be selected.
- Alignment with Departmental strategic goals must be considered.
- Program level and service level outcomes are open for development and co-design between State agencies, service providers and service users.

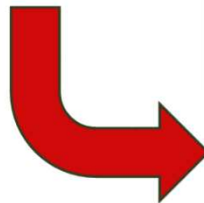




Implementation of the OMF

- These Primary Indicators will then be embedded into the Procurement Plan and/or Request documents within the outcomes and/or service level indicators clauses. The service level outcomes are open for co-design.

Safe	Stable
We are free from crime	Everyone has a place to call home
Decrease in the number of repeat offences committed in WA	Decrease in the number of people experiencing homelessness in WA
Repeat offending rate	Rate of homelessness
Rate of return to offender programs	The proportion of homelessness services clients who had more than one period of homelessness within the reporting period



Government of Western Australia
Department of Communities

Community Services Procurement Plan

TITLE:
Sector Support, Development and Advocacy

STATE PARTY:
Department of Communities

Approved by:

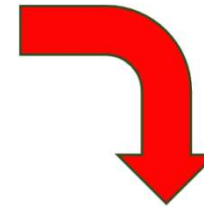
MP:

Con:
Date:

COMMUNITY SERVICES REQUEST FOR:

[Insert service agreement title]

Request Number: [Insert]
Issued By: [Insert] – ("State Party")
Closing Time: [time] [am/pm]
[date], Perth, Western Australia



1.2.3 Service Level Outcomes

a. Community Services Outcomes Measurement Framework

The services will contribute to the achievement of the following [Community Services Outcomes Measurement Framework goals](#):

- Outcome 2b) Decrease in the number of repeat offences committed in WA
- Outcome 4d) Decrease in the number of people experiencing homelessness in WA

Safe	Stable
We are free from crime	Everyone has a place to call home
Decrease in the number of repeat offences committed in WA	Decrease in the number of people experiencing homelessness in WA
Repeat offending rate	Rate of homelessness
Rate of return to offender programs	The proportion of homelessness services clients who had more than one period of homelessness within the reporting period

- See the [Outcomes Measurement Framework Data-Library](#) for Measurement details

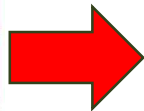


Service Provider reporting of OMF data

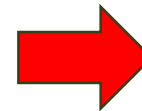
- It is proposed that the Service Agreement will require Service Providers to report the selected Primary Indicator data back to government agencies
- Data captured using existing resources

Data required by Service Agreement

Safe	Stable
We are free from crime	Everyone has a place to call home
Decrease in the number of repeat offences committed in WA	Decrease in the number of people experiencing homelessness in WA
Repeat offending rate	Rate of homelessness
Rate of return to offender programs	The proportion of homelessness services clients who had more than one period of homelessness within the reporting period



Collected by Service Provider



Reported to Department of Finance (Power BI) through agencies

