



SUPPORTING COMMUNITIES FORUM 2021 - 2022 – PRIORITIES

Priority 2 – Monitoring the further Development and Implementation of the Community Services Outcome Measurement Framework

Objective:

- To provide advice and support to Government for the further development of the Community Services Outcomes Measurement Framework (the Framework) developed by the Forum in 2018 – 2019.
- To provide advice and support for the implementation of the Framework within government and the community services sector, including opportunities for an outcomes approach to service planning, co-design of services, procurement, contract management and evaluation of services in the longer term.
- To identify opportunities to ensure alignment with the WA State Commissioning Strategy to maximise the delivery of sustainable community services and improved outcomes for vulnerable Western Australians.

Key questions:

1. How can government and the community services sector work together to:
 - a. Further develop the Framework, including:
 - i. identification of primary indicators across all outcomes for ease of use and functionality;
 - ii. develop elements of the Framework to link procurement to population level outcomes;
 - iii. ensure that the Framework promotes and supports the procurement and delivery of culturally responsive services?
 - iv. review best practice outcome measurements from other jurisdictions;
 - b. develop a short user guide/s to practically assist government agencies and service providers to implement the Framework; and
 - c. develop and deliver one-off training sessions to launch the updated Framework and build capacity within the government agencies and community services sector organisations.
2. How can procuring government agencies who will have ongoing responsibility for application of the Framework and development of outcome measurement capability including data collection, provide ongoing input and support in finalisation and implementation of the Framework?
3. What are the key project milestones and timelines for the Government and community services sectors to work together to action strategies to develop an implementation plan for the Framework in the short to medium term ensuring alignment with the WA State Commissioning Strategy?
4. What are the likely risks, requirements and impediments to be addressed during finalising and implementation of the Framework?
5. What information is useful and can be shared on a consistent basis to provide progress reports to the general public?

Deliverables:

- Report setting out further iteration of the Framework;
- Regular progress updates on implementation of the Framework; short and medium term achievements; any success case studies; lessons learned; areas for improvement; and next steps; and
- Progress updates on aligning the Framework to the State Commissioning Strategy.

Lead agency: Department of Finance (in consultation and support from the Departments of Treasury, Communities and the Premier and Cabinet)