Developing Core Client Outcomes and Indicators for Communities and Justice

December 2020

Disclaimer

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Contents

Glossary of Terms

Attribution	The identification of the source or cause of an observed change. Attribution refers to the extent to which an observed change resulted from a specific activity.
Client Outcome	The changes that occur in the lives of our clients after they receive a service.
Core Client Outcome	Outcomes that are relevant and important (but not exclusive) to the wellbeing of all current or potential receivers of DCJ services.
Indicator	An indicator measures client outcomes. It shows us whether an outcome has been achieved, or is in the process of being achieved.
NSW Human Services Outcomes Framework	A cross agency framework that defines outcomes in seven domains that are important for wellbeing.

Acronyms and Abbreviations

DCJ	Department of Communities and Justice
FACS	Department of Family and Community Services (former)
Outcomes Framework	NSW Human Services Outcomes Framework

Executive summary

The Department of Communities and Justice (DCJ) has developed a set of core client outcomes and indicators. This report describes what this core set is, why and how it was developed and how it will be used to support DCJ staff to adopt an outcomes focused approach to their work.

The core client outcomes and indicators set has been mapped to the NSW Human Services Outcomes Framework (Outcomes Framework) and is a key step in applying the Outcomes Framework across DCJ.

The core client outcome and indicator set

To support DCJ to commission, measure and report on client outcomes, during 2018-19 we worked with stakeholders across Communities and Justice to develop a set of evidence-based core client outcomes and indicators.

At the time this project was undertaken, the scope included the services provided by the former Families and Community Services (FACS) parts of DCJ. Further work is still needed to investigate how the core client outcomes can be applied to Justice clients and services, including opportunities to identify and build data to report on shared outcomes.

'Core client outcomes' are outcomes that are crucial to the wellbeing of our clients. This includes outcomes where DCJ has primary accountability as well as outcomes that require a cross-cluster response. The core client outcomes have been co-designed with partners across DCJ and are built on a review of high quality evidence and international indicator sets and data sources. We also identified the indicators and data needed to enable DCJ to measure these outcomes.

The set contains 37 core client outcomes and 116 indicators that are mapped to the 7 domains of the NSW Human Services Outcomes Framework.

The core set of client outcomes and indicators is intended to support DCJ, and our partners, to have a common understanding of the outcomes that are priorities across our work and work together effectively to deliver benefits for clients and the community. It also support us to measure outcomes consistently, so we can compare outcomes across programs and services.

We are applying the core client outcomes and indicators across our work so that over time we can build a full set of data to measure and report on outcomes.

Measuring client outcomes using the set

A full set of data is required to understand client outcomes and how they were achieved. Indicators, measures and data have been identified to track each core client outcome. These are provided in this report and are available online in our indicator bank.

There are currently gaps in the availability of outcome data. Our data gap analysis showed that only 25 of the indicators (22%) have data available within DCJ for at least one client group; 16 further indicators (14%) have data available from other agencies through data

linkage. More than half of the indicators have no existing data source identified and new data are required.

In addition to client outcome information, to fully understand the impact of our services on clients, robust data needs to be collected on client needs and risks, the services they receive, costs and efficiency, and client experience.

Ways to use the core client outcomes and indicators

The core client outcomes can be used by our staff and stakeholders in a range of ways. They can be used to:

- identify medium and long-term outcomes a program or service is trying to achieve
- develop program logics
- commission for outcomes
- measure outcomes - using the core set of indicators to measure outcomes will ensure our program areas and partners are consistently collecting client data.

Next steps

FACSIAR and DCJ are working on filling identified data gaps and embedding the set across our work. In the short-medium term we are:

- supporting DCJ staff and partners to use the set
- embedding the outcomes and indicators across evaluations and program logics
- developing data to track core client outcomes and improving data capture
- undertaking research and evidence development to create appropriate measures for new outcome indicators
- investigating how the set applies to Justice clients
- making refinements to the set as we develop and apply the outcomes and indicators
- identifying useful ways to report on client outcomes, including at a district or local level.

Introduction

Commissioning for better outcomes requires a consistent approach to understanding and tracking the needs of clients and the positive outcomes that DCJ can help them achieve.

To support the commissioning, measuring and reporting of client outcomes, during 2018-19 the then Department of Family and Community Services (FACS), now DCJ, developed a set of core client outcomes and indicators, as well as the data requirements needed to enable DCJ to measure these outcomes into the future.

This report provides an overview of the core client outcome and indicator set. It describes what this core set is, why and how it was developed and how it will be used to support DCJ staff to adopt an outcomes focused approach to their work.

At the time this project was undertaken to develop the set, the scope included the services provided by the former FACS parts of DCJ. Further work is still needed to investigate how the core client outcomes can be applied to Justice clients and services, including opportunities to identify and build data to report on shared outcomes.

The outcome and indicator set has been mapped to the NSW Human Services Outcomes Framework (Outcomes Framework) and is a key step in applying the Outcomes Framework across DCJ.

The NSW Human Services Outcomes Framework

The NSW Human Services Outcomes Framework guided the development of the core client outcomes and indicators. The Outcomes Framework supports NSW Government agencies and non-government organisations to adopt an outcomes-focused approach in human services design, delivery and evaluation. It focuses on outcomes in seven key domains that are important across agencies: Home, Safety, Education & Skills, Economic, Health, Social & Community and Empowerment (Figure 1).

By applying the Outcomes Framework, DCJ and our service partners can clearly focus our activities towards achieving positive outcomes for our clients and for all people in NSW.

In the context of DCJ program design and commissioning, the Outcomes Framework is used as a tool to define and collate data, information and evidence to inform the commission, design, monitoring, and evaluation of programs.

The Outcomes Framework supports us to:

- **Focus** on the outcomes that matter most to clients' long-term wellbeing.
- **Build** and use evidence about how to improve client wellbeing, so we can do more of what works and less of what doesn't.
- **Measure** how successful we are in making long-term, positive differences to people's lives.
- **Collaborate** with other Government agencies and partners to deliver more sustainable and meaningful impact.

Figure 1. The NSW Human Services Outcomes Framework

SOCIAL & COMMUNITY

All people in NSW are able to participate & feel culturally and socially connected

EMPOWERMENT

All people and communities in NSW are able to contribute to decision making that affects them and live fulfilling lives

SAFETY

All people in NSW are able to feel safe

HOME

All people in NSW are able to have a safe and affordable place to live

EDUCATION & SKILLS

All people in NSW are able to learn, contribute and achieve

ECONOMIC

All people in NSW are able to contribute to, and benefit from, our economy

HEALTH

All people in NSW are able to live a healthy life
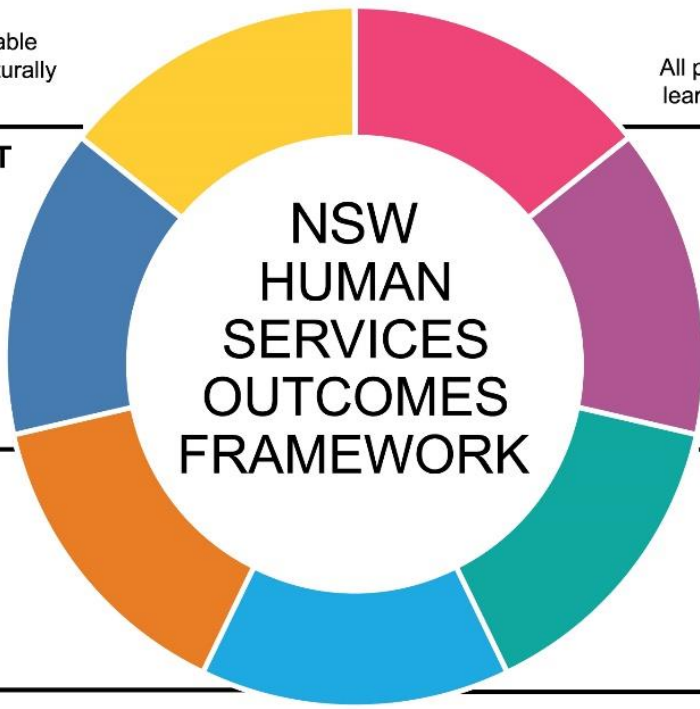
NSW HUMAN SERVICES OUTCOMES FRAMEWORK

The Core Client Outcomes and Indicators

During 2018-19 we worked with stakeholders across Communities and Justice to develop a set of core client outcomes and indicators.

The core client outcome set contains 37 core client outcomes that are crucial to the wellbeing of our clients (see Appendix 1). This includes outcomes where DCJ has primary accountability as well as outcomes that require a cross-cluster response.

We also identified the indicators and data needed to enable DCJ to measure these outcomes. In total we identified 116 indicators (see Appendix 2). These outcomes and indicators were developed to reflect priority outcomes within each of the seven NSW Human Services Outcomes Framework domains.

Our core client outcomes and indicators are summarised in the Client Outcome and Indicator Bank. This is an excel spreadsheet that catalogues the core client outcome and indicator set and contains:

- the full list of core client outcomes and indicators

- information about the scoring of each indicator

- preliminary analysis of identified data sources

The Client Outcome and Indicator Bank is not an exhaustive list of client outcomes and indicators. It will be updated and revised as new information, evidence and data becomes available.

The outcomes set and indicators are evidence based, built on a review of high quality evidence and international indicator sets and data sources.

Client outcomes are the changes that occur in the lives of our clients when they participate in a service or program. They can be defined and measured at different levels (Figure 2).

The NSW Human Services Outcomes Framework specifies state-wide, long-term outcomes for each domain of wellbeing (Figure 1). Many different factors influence the achievement of these outcomes. DCJ services may make a contribution to the achievement of these outcomes for many people, however, this contribution can be difficult to define and quantify.

DCJ core client outcomes, the outcomes described in this report, are relevant, but not exclusive, to DCJ clients. They can be short-, medium-, or long-term outcomes that together, form a complete picture of wellbeing.

Program area client outcomes are specific to clients of each high-level program area (e.g. Child Protection, Homelessness, Targeted Early Intervention). Program specific client outcomes are for individual clients who participate in a program or service.

These different levels of client outcomes are all connected to each other (Figure 2). The DCJ core client outcomes have been mapped to the NSW Human Services Outcomes Framework. They can be used to help develop program area client outcomes and program specific client outcomes.

Figure 2. Different levels of client outcomes

Description

State-wide, long-term outcomes for all people in NSW

Client outcomes relevant (but not exclusive) to all DCJ clients

Outcomes for DCJ clients across an entire program area

Outcomes for DCJ clients who have received a specific program or service

NSW Human Services Outcomes Framework

DCJ Core Client Outcomes

DCJ Program Area Client Outcomes

DCJ Program Specific Client Outcomes

Examples

All people in NSW are able to feel safe

People are safe from abuse and neglect

Children and young people are safe from abuse and neglect

Aboriginal children and young people are safe from abuse and neglect

Each client outcome is connected across these levels to the NSW Human Services Outcomes domains

DCJ client

Attribution and accountability for outcomes

The 37 core client outcomes have been through a preliminary assessment to assign an indicative level of attribution for DCJ (low, medium, high). In general, short-term safety, home, and social and community outcomes are most attributable to DCJ commissioned services. Nine of the 37 core client outcomes have been identified as having high attribution to DCJ programs and services. This number may increase as we examine further the role of Justice services and outcomes that have been assigned medium attribution, such as 'People are physically and emotionally safe in their communities'.

What do we mean by attribution?

Attribution is the identification of the source or cause of an observed change. Attribution refers to the extent to which an observed change resulted from a specific activity.

In this sense, we are looking at the extent to which DCJ should or would be responsible for progress achieved for identified outcomes.

Longer term outcomes are generally less attributable to DCJ programs and require joint contribution with other agencies and data linkage and potentially shared measurement to measure impact.

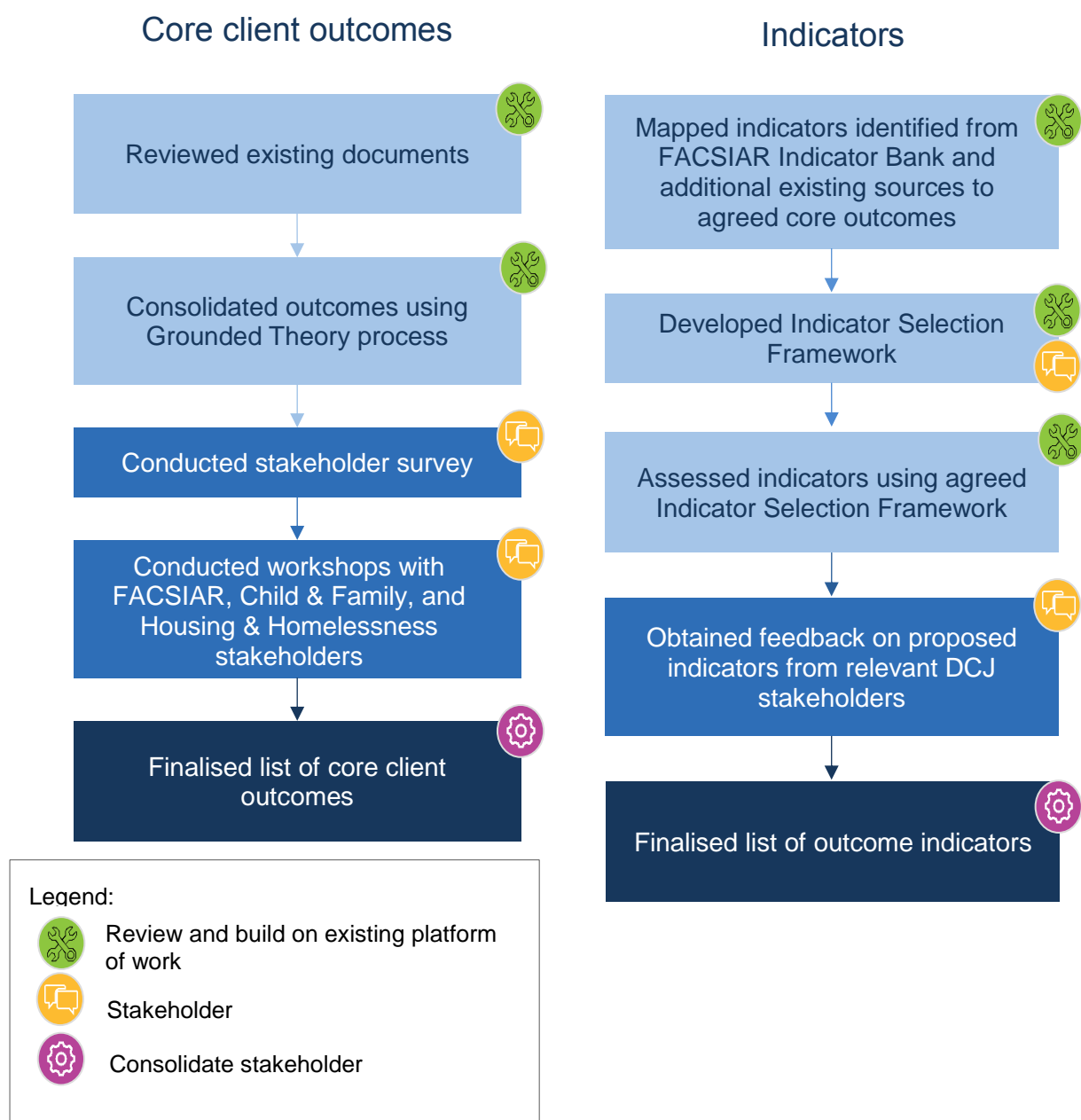## How was the core client outcome and indicator set developed?

Through an iterative process, including extensive department-wide consultation, core client outcomes with corresponding indicators were defined for each of the seven domains of the NSW Human Services Outcomes Framework.

Key underlying principles were used to develop the set (Table 1). The process is outlined in Figure 3. Appendix 3 provides information on the process and selection criteria used to assess and refine the indicators.

Table 1. Key underlying principles used to develop the set

Principle	Description	Key question
Always keep the client at the centre	All outcomes, needs, risk and protective factors are viewed and considered from the client's perspective.	What is meaningful and important to the client?
Always begin from a position of strength rather than deficit*	Outcomes and indicators should reflect a client's capabilities rather than highlighting deficits or weaknesses	What strengths and capabilities do clients need in order to achieve the things that matter most to them, their families and communities?
Ensure clear and consistent understanding of key terms	Clear definitions of outcomes and indicators should be consistently applied, as derived from the NSW Outcomes Framework and DCJ Strategic Priorities	Is this outcome important for the client, rather than the organisation? Does this indicator allow DCJ to adequately track progress for a client?
Consider outcomes for the client in the context of their whole life course	Client needs can be identified by considering their life course and evidence based risk and protective factors at different stages in their life	What does wellbeing look like for clients and how does this change at different stages of their lives, across the life course?
Ensure all outcomes and indicators are relevant to Aboriginal people, are culturally appropriate and are applied in a culturally competent way	Integrate the understanding that cultural safety is integral to all outcomes for Aboriginal people	Is this outcome/indicator relevant to and culturally acceptable for Aboriginal clients and does it respect Aboriginal culture?

Figure 3. Process for developing the core client outcomes and indicators

Core client outcomes

Reviewed existing documents

Consolidated outcomes using Grounded Theory process

Conducted stakeholder survey

Conducted workshops with FACSIAR, Child & Family, and Housing & Homelessness stakeholders

Finalised list of core client outcomes

Indicators

Mapped indicators identified from FACSIAR Indicator Bank and additional existing sources to agreed core outcomes

Developed Indicator Selection Framework

Assessed indicators using agreed Indicator Selection Framework

Obtained feedback on proposed indicators from relevant DCJ stakeholders

Finalised list of outcome indicators

Legend:

Review and build on existing platform of work

Stakeholder

Consolidate stakeholder

Why was the core client outcome and indicator set developed?

The NSW Government increasingly wants to know if the programs and services they provide improve client outcomes. To do this, we need to collect data on client outcomes and measure and report on client outcomes.

Measuring and reporting on client outcomes enables us to better understand and meet the needs of clients. It provides useful information about the quality of our programs, so we can improve our services and ensure they make a long-term positive difference in our client's lives. Measuring client outcomes also supports us to build the evidence base for our programs, so we can do more of what works and less of what doesn't.

The core set of client outcomes and indicators will support us and our partners to have a common understanding of the outcomes that are priorities across our work and to work

together effectively to deliver benefits for the community. It will also support us to ensure we are measuring outcomes consistently, so we can compare outcomes across programs and services.

Measuring and tracking client outcomes

Indicators, measures and data have been identified to track each core client outcome. The indicators are all provided in this report and are available, with more detailed information about ways they can be measured, online in our Indicator Bank.

Where are the data gaps?

There are currently gaps in the availability of outcome data. For the set of 116 indicators, we identified where information and data is currently available to DCJ, where additional data can be obtained via data linkage, and what additional data needs to be collected.

Our data gap analysis showed that:

- only 25 of the indicators (22%) currently have data available within DCJ for at least one client group;
- 16 further indicators (14%) have data available from other agencies through data linkage
- 75 (65%) of the indicators have no existing data source identified and new data are required.
- There are some limited opportunities to use emerging data collection for core client outcomes, namely the Social Housing and Satisfaction Survey.
- 39 of the new indicators have no available data but measures have been identified or defined to support their implementation.
- 33 of the new indicators have no available data and for which no measures have been identified or have been able to be defined and require additional evidence development by FACSIAR.

What other data is needed to understand client outcome achievement?

A full set of client data is needed to understand how client outcomes are achieved. Measuring client outcomes will provide us with information about the impact of our services, that is, if there has been a change in a client's life as a result of the service(s) they received. However, it does not provide information about how this change occurred. We need other types of information to correctly interpret client outcomes. This includes information and data on client needs, the resources used to deliver services, the specific activities the client participated in, and the outputs of those activities, and client experience (Figure 4).

Figure 4. Full set of client data needed to understand client outcomes
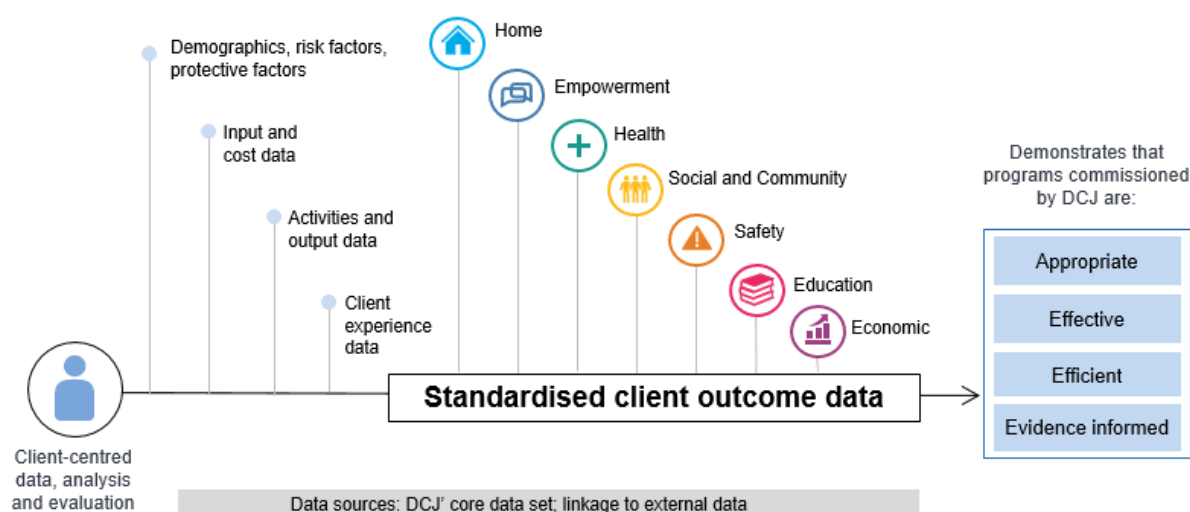
Ways to use the core client outcome set

The core client outcomes and indicators set will better enable DCJ to identify, measure and commission for client outcomes. Staff and stakeholders from Government agencies and non-government organisations can use the set to:

Identify long-term client outcomes	The set can be used to identify long-term client outcomes that a program or service is trying to achieve. Policy and program staff can use the set as a base to develop 'program area' and 'program specific' client outcomes (Figure 2).
Develop program logics	The outcomes set can be used in program logics. It will help staff to articulate what outcomes they expect to achieve and to ensure their programs are outcomes-focused and client-centred. It will also help program areas and service providers to align their long-term outcomes with others.
Commission for outcomes	The outcomes set can be used to commission for outcomes. Where appropriate, program area or program specific outcomes might be used in contracts with service providers. Using the core set to develop these outcomes will ensure our partners have a shared understanding of the outcomes they are trying to achieve, and are measuring those outcomes.

Measure Outcomes

The set can be used to identify indicators to measure the impact of a service or program on client outcomes. Each outcome in the core set has at least one indicator that can be used to measure it. Using the core set of indicators to measure outcomes will ensure our program areas and partners are consistently collecting client data.

Next steps

FACSIAR and DCJ are working on filling identified data gaps and embedding the set across our work.

In the short-medium term we are:

- supporting DCJ staff and partners to use the set
- embedding the outcomes and indicators across evaluations and program logics
- developing data to track core client outcomes and improving data capture
- undertaking research and evidence development to create appropriate measures for new outcome indicators
- investigating how the set applies to Justice clients
- making refinements to the set as we develop and apply the outcomes and indicators
- identifying useful ways to report on client outcomes, including at a district or local level.

Resources and more

We have developed a range of resources to share information about the core client outcome and indicator set and how we are applying the NSW Human Services Outcomes Framework in DCJ. These include:

- A summary version and slide pack of this report

- More information about the DCJ Client Outcome and Indicator Bank

- The Client Outcome and Indicator Bank (word & excel versions)

> **For more information**
>
> To find out more about the Core Client Outcome and Indicator set and how you can use it in your work, please contact FACSIAR: facsiar@facs.nsw.gov.au

Appendices

Appendix 1. The Core Client Outcome Set

Safety	Empowerment
People are safe from abuse and neglect	People have a belief in self
Parents, carers, and kin have the skills and capacity to keep children and young people safe at home	People are in charge of their own lives and feel a sense of choice and control (self-determination)
Children and young people grow up in families and communities that are stable and supportive with strong relationships	Aboriginal people have a voice in community decision-making
People feel that the importance of their family and culture is recognised, respected and understood	People have hope for the future
People are safe from domestic and family violence	People have capacity to tackle major life challenges
People are physically and emotionally safe in their communities	People have cultural empowerment

Social and community	Health
Aboriginal people know who their families are and are able to feel a connection to them	Mothers have healthy pregnancies and babies have good birth outcomes
People live in communities with good conditions and with good access to local facilities and services	People have a healthy lifestyle and avoid risk taking behaviours that negatively impact their health
People are connected to supportive relationships	Aboriginal people heal from inter-generational trauma and loss
People feel a sense of connection and belonging to their communities	People have good physical health
People feel a sense of connection and belonging to their culture and identities	People have good mental health and social and emotional wellbeing

Home	Economic
People have stability in their home	Adults and young people are able to participate in education, training or the labour force
Aboriginal people are able to live on Country or in a community of belonging	People have financial literacy and financial management skills
People live in housing with good condition and with good access to local facilities and services	Adults and young people who are able to work are employed
People are able to live independent from housing support	Adults and young people who are able to work are in continuous employment
Housing is affordable for people	People have financial security and autonomy
Housing is appropriate to occupants' needs	

Education and skills
Children and young people participate in education or skills training
People are engaged in their learning and strive for excellence in their education
People are ready at each point of educational transition (e.g. have education and skills required to be work or school ready)
People achieve their educational aspirations

Appendix 2. The Core Client Outcome and Indicator Set

Safety Domain

People are safe from abuse and neglect

Rate of children and young people at Risk of Significant Harm (ROSH) per 1,000 of population

Proportion (%) of children and young people assessed at high- or very-high risk

Proportion (%) of children and young people re-reported at ROSH

Proportion (%) of children and young people in Out-of-Home-Care reported at ROSH post restoration

Rate of children and young people entering care per 1,000 of population

Proportion (%) of people who report feeling safe at home

Parents, carers, and kin have the skills and capacity to keep children and young people safe at home

Proportion (%) of parents engaged in positive parenting techniques

Proportion (%) of parents who have not engaged in risky and high-risk drinking patterns in the last 12 months

Proportion (%) of parents who have not used an illicit substance in the last 12 months

Children and young people grow up in families and communities that are stable and supportive with strong relationships

Proportion (%) of children and young people who report high levels of emotional and social support

Proportion (%) of children and young people who report the presence of relationships that facilitate disclosure of safety and wellbeing concerns

People feel that the importance of their family and culture is recognised, respected and understood

Proportion (%) of Aboriginal people who report having trust in provider of Government services

Proportion (%) of Aboriginal people who report a service was respectful of their culture

Proportion (%) of Aboriginal children and young people in Out-of-Home-Care managed by accredited Aboriginal community-controlled organisations

Proportion (%) of Aboriginal children and young people in Out-of-Home-Care with an age appropriate cultural plan

Proportion (%) of CALD people who report having trust in providers of Government services

Proportion (%) of CALD people who report a service was respectful of their culture

All people are safe from domestic and family violence

Proportion (%) of domestic and family violence perpetrators re-offending within 12 months

Proportion (%) of domestic and family violence victims that are re-victimised
Proportion (%) of people who have been a victim of a reported instance of domestic and family violence
Proportion (%) of people who report experiencing domestic and family violence in the last 12 months
People are physically and emotionally safe in their communities
Proportion (%) of people who experience discrimination or racism
Proportion (%) of people who report being bullied
Proportion (%) of people who report being a victim of personal crime (i.e. physical assault, threatened assault, robbery or sexual assault) in the last 12 months
Proportion (%) of people who report feeling safe in their neighbourhood
Rate of crimes against the person per 1,000

Social and Community Domain

Aboriginal people know who their families are and are able to feel a connection to them
Proportion (%) of Aboriginal people who know who their family is
People live in communities with good conditions and with good access to local facilities and services
Proportion (%) of people satisfied with access to services and facilities
Proportion (%) of people satisfied with the quality of their neighbourhood
People are connected to supportive relationships
Proportion (%) of people who report good social ties in their neighbourhood
Proportion (%) of people who report having a person(s) to lean on in times of trouble
Proportion (%) of people who report having supportive relationships
People feel a sense of connection and belonging to their communities
Proportion (%) of children and young people who report feeling a sense of belonging at school and peer acceptance
Proportion (%) of people who report feeling a sense of belonging in the place and community where they live
People feel a sense of connection and belonging to their culture and identities
Proportion (%) of Aboriginal people who feel a connection to Country
Proportion (%) of Aboriginal people who report having opportunities to practice their language
Proportion (%) of people who feel a connection to their culture

| Proportion (%) of people who have knowledge of their culture |
| Proportion (%) of people who have knowledge of their language |

Home Domain

| **People have stability in their home** |
| Proportion (%) of children and young people in Out-of-Home- Care who have had 2 or fewer placement changes in the last 12 months |
| Proportion (%) of homeless people who move from Specialist Homelessness Services to stable accommodation |
| Proportion (%) of people who are homeless |
| Proportion (%) of people who report being secure in their accommodation |
| Proportion (%) of people with frequent housing changes |
| Proportion (%) of the people in Transitional Housing |
| Proportion of clients experiencing homelessness who had repeat periods of homelessness |
| **Aboriginal people are able to live on Country or in a community of belonging** |
| Proportion (%) of Aboriginal people who have family living in their neighbourhood |
| Proportion (%) of Aboriginal people who make a choice to return to live on Country |
| **People live in housing with good condition and with good access to local facilities and services** |
| Proportion (%) of people living in homes of acceptable standard |
| Proportion (%) of people living in homes that meet safety standards |
| Proportion (%) of people satisfied with the home they live in |
| **People are able to live independent from housing support** |
| Number of people that negatively exit out of the social housing system |
| Number of people that neutrally transition out of the social housing system |
| Number of people that positively transition out of the social housing system |
| **Housing is affordable for people** |
| Proportion (%) of people in the bottom 40 per cent of the income distribution whose housing costs exceed 30 per cent of income |
| **Housing is appropriate to occupants' needs** |
| Proportion (%) of Aboriginal people who report that their home meets their cultural needs |
| Proportion (%) of people who have amenities that meet their needs |
| Proportion (%) of people who live in dwellings considered overcrowded |

Empowerment Domain

People have a belief in self

Proportion (%) of people who have high self-efficacy

People are in charge of their own lives and feel a sense of choice and control (self-determination)

Proportion (%) of people who feel that they are able to control and influence their life outcomes

Proportion (%) of people who report having choice and control over the services they receive

Proportion (%) of people who report having involvement in decision-making

Aboriginal people have a voice in community decision-making

Proportion (%) of Aboriginal people engaged in local decision- making forums

Proportion (%) of Aboriginal people who report feeling heard in their community

Proportion (%) of Aboriginal people who report feeling they have influence in community decision-making

People have hope for the future

Proportion (%) of people who report having hope for their future

People are resilient and are able to tackle major life challenges

Proportion (%) of people who feel able to cope with life events

People have cultural empowerment

Proportion (%) of people who feel culturally confident

Health Domain

Mothers have healthy pregnancies and babies have good birth outcomes

Proportion (%) of infants exclusively breastfed at 4 months of age

Proportion (%) of live-born infants below a healthy weight at birth

Proportion (%) of mothers who experience high levels of maternal stress

Proportion (%) of mothers who smoke during pregnancy

Proportion (%) of women who present for antenatal care programs

Proportion (%) of women who report substance misuse during pregnancy

People have a healthy lifestyle and avoid risk taking behaviours that negatively impact their health

Age-specific birth rate for 15 to 19 year old women per 1,000 females

Proportion (%) of adults currently consuming alcohol at levels posing long-term risk to health

Proportion (%) of people who currently smoke tobacco

Proportion (%) of people who had used an illicit substance within the last 12 months

Proportion (%) of people who report levels of physical activity below nationally recommended levels

Aboriginal people heal from inter-generational trauma and loss

Proportion (%) of Aboriginal people who report that they know when and where to seek culturally appropriate support to prevent escalation to crisis

Proportion (%) of children and young people in Out-of-Home-Care who have a parent who was also in Out-of-Home-Care

People have good physical health

Proportion (%) of children who are free from tooth decay

Proportion (%) of children and young people with up-to-date immunisation record

Proportion (%) of people who are overweight or obese

Proportion (%) of people who report having excellent/very good/good/fair/poor health

People have good mental health and social and emotional wellbeing

Proportion (%) of children aged 0-5 years with developmental delays

Proportion (%) of children with good social and emotional functioning

Proportion (%) of people who report having high levels of psychological distress

Proportion (%) of people who report often feeling lonely

Suicide rate per 100,000 population by age

Economic Domain

Adults and young people are able to participate in education, training or the labour force

Proportion (%) of people aged 16-64 currently employed or seeking employment

Proportion (%) of people who are unemployed and currently enrolled in some form of education or training

People have financial literacy and financial management skills

Proportion (%) of people who report having the financial skills to manage their finances

Adults and young people who are able to work are employed

Proportion (%) of people who are unemployed

Proportion (%) of people who report underemployment

Adults and young people who are able to work are in continuous employment

Proportion (%) of people who were employed continuously in past 12 months

People have financial security and autonomy

Proportion (%) of children living in families with secure parental employment

Proportion (%) of people who could not pay electricity, gas or telephone bills on time

Proportion (%) of people who could not raise $2,000 within a week

Proportion (%) of people who have experienced a shortage of money and subsequently could not pay mortgage or rent

Proportion (%) of people who report that their household spends more money than it gets

Education and Skills Domain

Children and young people participate in education or skills training

Proportion (%) of students who attended school 90 per cent or more of the time

People are engaged in their learning and strive for excellence in their education

Proportion (%) of children and young people who experienced an unplanned school move in the last 12 months

Proportion (%) of children and young people who report feeling motivated to pursue education or attend school

Proportion (%) of people who are recorded as having low literacy levels

Proportion (%) of students at or above the national minimum standard for literacy and numeracy (NAPLAN)

Proportion (%) of students who achieve an ATAR of 50.0 or above

Proportion (%) of students who participate in NAPLAN assessments

People are ready at each point of educational transition (e.g. have education and skills required to be work or school ready)

Proportion (%) of children attending early childhood education programs for 600 hours or more in the year prior to starting kindergarten

Proportion (%) of children developmentally vulnerable on two or more Australian Early Development Census domains

Proportion (%) of children that are school ready according to Best Start

Proportion (%) of people who receive job skills training and employment support

People achieve their educational aspirations

Proportion (%) of people who complete Year 12 or equivalent

Proportion (%) of people with a vocational or higher education qualification

Proportion (%) of children and young people who are at or above minimum standards who either improve or maintain their performance

Proportion (%) of children and young people who are below minimum standards who improve their performance to above minimum standards

Appendix 3. Indicator Selection Framework

Following the development of an internal indicator bank, a review was undertaken to identify additional relevant indicators from existing DCJ frameworks, strategies and evidence. Initial stakeholder consultation involved gathering feedback from subject matter experts across the organisation by way of online survey. All feedback was then incorporated into a refined list of indicators. Figure A1 outlines the selection methodology.

Selection methodology

Identification

1,023 indicators were identified in the original internal indicator bank. These indicators came from a variety of sources including DCJ (formerly FACS) administrative data and several consultancies commissioned by FACSIAR looking at indicators for well-being or indicators for specific programs (e.g. Social Housing). An additional 53 indicators were sourced from nine additional reports and documents. The source documents are summarised in Table A1.

During the stakeholder consultation process a further 126 indicators were identified. As these indicators were suggested after the initial identification process, they were assessed separately.

Screening

In order to consistently map indicators to appropriate outcomes, indicators were grouped together into thematic groups using the Grounded Theory method. This involves the grouping of similar themed indicators together into a single group and then assigning a theme that encapsulates all outcomes within this group. These thematic groupings were then mapped to core client outcomes resulting in 806 mapped indicators. After removing duplicates (510 indicators), 296 indicators remained.

Eligibility

The indicator selection framework was used to score each of the 296 indicators. A total of 244 indicators passed the selection process and 52 were removed.

Of all the indicators added by stakeholders 90 were removed as they were either a duplicate of an existing indicator or were specific to a program. A total of 36 indicators were assess by the indicator selection framework.

Included

The initial proposed list of 244 indicators was presented to FACSIAR who then removed 12 indicators as they were deemed not to be relevant to DCJ. The revised list of 232 indicators was then circulated to DCJ stakeholders for comment.

Of the indicators suggested by stakeholders 25 passed the indicator selection framework.

Selected

The final list of 116 indicators was refined based on stakeholder input and presented for endorsement.

Figure A1. Selection Methodology
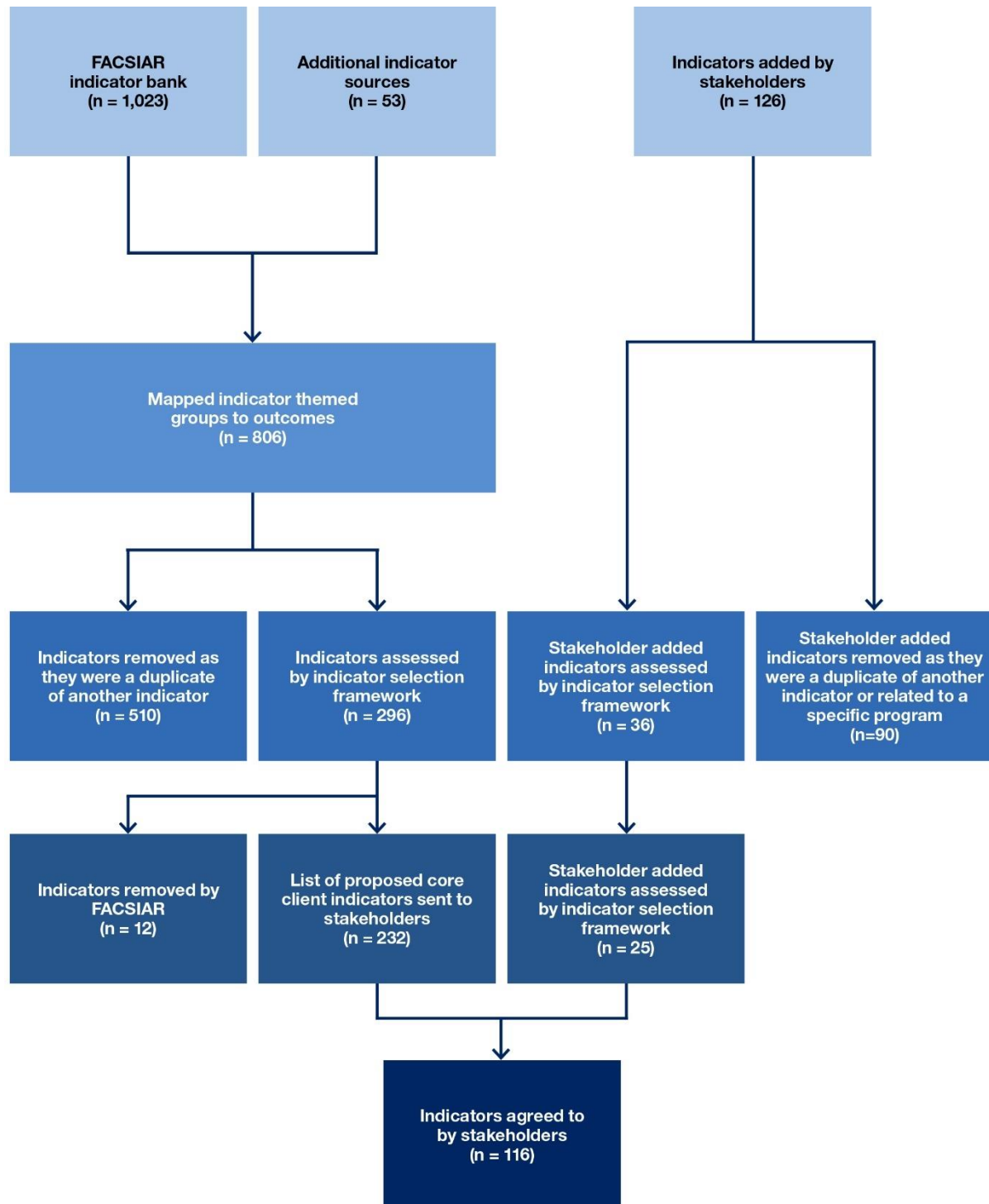
Table A1. Sources used to develop indicators

Internal indicator bank	Additional indicator sources
Social Ventures Australia	Closing the Gap
National Centre for Social and Economic Modelling	Kids in Communities Study (KICS)
Centre for Social Impact – indicator frameworks	Report on Government Services (ROGS)
FACSIAR database	Overcoming Indigenous Disadvantage
Social Outcomes LAB	Pathways & Measures Aboriginal Policy
Quality Assurance Framework	Aboriginal Economic Prosperity Outcomes Framework
Their Future Matters	Future Premier's Priority
	Lifetime Outcomes Model (TFM SVA)
	Australian Institute of Health and Welfare (AIHW) Child Headline Indicators

Indicator selection framework

Table A2 summarises the criteria used in the indicator selection framework. Additional criteria such as 'Resourcing', 'Comparable' and 'Timeliness' were not included in the final selection framework.

Table A2. Selection framework criteria

Criteria	Definition	Questions	Importance
Measurability	The ability of the indicator to be quantified (observed).	• Can the indicator be measured? • Can changes in the indicator be measured?	High
Validity	The indicator measures what it purports to measure and is relevant to the outcome.	• Does the indicator enable one to know about the outcome? • Is the indicator supported by gold standard evidence?	
Reliability	The indicator will produce consistent and comparable results across time periods, geographies, jurisdictions and cohorts.	• Is the indicator defined in the same way over time? • Will it be reliably return the same result it measured in the same way?	

		• Are differences between cohorts in the indicator representative of true difference rather than measurement differences?	
Sensitivity	The ability of the indicator to capture true positives, detect change in the outcome and be disaggregated at a cohort level.	• Does the indicator pick up false positives? • Is the indicator able to detect changes in the outcome? • Can the indicator be disaggregated to represent different cohorts?	
Acceptability	The indicator does not induce unnecessary risk to the parties involved in measurement.	• Are there any risks in measuring the indicator? • Is the indicator acceptable to the public, the agency, and providers?	Medium
Interpretability	The indicator is understandable to a broad audience so that the community can come to its own judgements about its meaning (unambiguous).	• Is the indicator unambiguous?	

The criteria in the framework were applied through a three-step process outlined in Figure A2. The first step of the process consisted of applying criteria rated *high* in importance. Any indicators that had an average score on each criterion of two or less did not pass this phase of the selection process. The second step involved scoring the indicators on the remaining criteria. The third step included averaging the score for the indicator across all criteria with scores of 2.5 or less removed from the final list of proposed indicators.

Figure A2. Criteria application

Step 1:

Criteria	Score
Measurable	
Validity	
Reliability	
Sensitivity	
Average Score	

Exclude indicators with average scores <=2

Exclude indicator

Step 2:

Criteria	Score
Acceptability	
Interpretability	

Step 3:

Calculate average score for all indicators

Exclude indicators with average scores <=2.5

Exclude indicator

List of proposed indicators for stakeholder consultation

Scale for scoring indicators

	1	2	3
General	Criteria not met	Criteria partially met	Criteria fully met