



SUPPORTING COMMUNITIES FORUM OUTCOMES FRAMEWORK WORKING GROUP

PROJECT PLAN

1. Project scope

1.1 Objective

An outcomes framework should drive a more consistent approach to community services in Western Australia. The key objectives are to develop an outcomes measurement framework that will:

1. Identify outcome domains and outcomes across community services, driving a greater integrated approach across government. Therefore breaking down silos in government and service delivery to communities
2. Identify key indicators to measure the achievement of the outcomes;
3. Be agreed upon by and workable for both government agencies and the community service sector;
4. Provide a basis for information to inform government decision making on the effectiveness of its funding decisions and a biennial 'Our Communities Report';
5. Be supported by tools or an implementation guide and access to data; and
6. Be compatible with other initiatives such as:
 - a. the recommendations arising from the Service Priority Review final report;
 - b. the development of Whole of Government Targets; and
 - c. Existing government and community sector outcomes frameworks.

1.2 Background

Service Priority Review

The Service Priority Review Final Report highlighted the need for government to be more focused on outcomes and to have accompanying data sharing processes in place. Relevant actions proposed by the Review's report are follows:

- develop legislation and processes to facilitate information sharing while protecting sensitive personal and other information
- leverage government procurement to reduce costs and improve outcomes for the community

Premier's Priorities for the Supporting Communities Forum

The Premier has identified the following outcomes related tasks for the Forum, consistent with the directions of the Supporting Communities Policy:

- work with the Department of the Premier and Cabinet to provide advice on the development of an outcomes framework for the community services sector

The priorities identified by the Premier also include tasks related to measuring outcomes and making information more widely available to support evidence based decision making. These tasks require the Forum to:

- support the Government's commitment to strengthen data sharing and linkage, including identifying ways that community sector and government data can be shared;
- work to inform the structure, tone and reporting areas of the Government's biennial Our Communities Report

2. Project governance

Working groups report to the Supporting Communities Forum that ultimately reports to the Premier and Minister for Community Services.

2.1 Membership of the Group includes:

| | Email | Telephone |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------|------------------------------|
| Co-chairs | | |
| Louise Giolitto | louise@wacoss.org.au | 0411 534 911 |
| Adam Tomison | adam.tomison@justice.wa.gov.au | 9264 1600 |
| Forum members | | |
| Kate George | kategeorge@claypanservices.com and jigalong0914@gmail.com | 0448 798 839 |
| Neil Guard | Neil.Guard@rw.org.au | 0414 761 325 |
| Dan Minchin | dan.minchin@cfi.net.au | 0408 315 254 |
| Additional participants | | |
| Jennie Gray (WACOSS) Deputy CEO WACOSS and oversight of the Outcomes framework contract with DPC | jennie@wacoss.org.au | 9420 7222 |
| Paul Isaachsen (Department of Communities) | paul.isaachsen@cpfs.wa.gov.au | 9222 2511 |
| Lindsay Hale (Department of Education) | lindsay.hale@education.wa.edu.au | 9264 4111 |
| Rebecca Brown (Department of Health) | rebecca.brown2@health.wa.gov.au | 9222 2074 |
| Stephen Hill (Department of Finance) | Steven.Hill@finance.wa.gov.au | 6551 1557 |
| Kylie Dalling (Department of the Treasury) | kylie.dalling@treasury.wa.gov.au | 6551 2656 |
| Dr Mhairi Cowden (Lotterywest) | Mhairi.Cowden@lotterywest.wa.gov.au | 08 9488 6720 0438 377 739 |

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|-----------------------------------------------------------------------------------------------|--------------------------------------|------------|
| Sarah Norton (Department of Premier and Cabinet) | Sarah.Norton@dpc.wa.gov.au | 6552 5075 |
| Nicole McCartney - A/Director, Reform & Strategy, Aboriginal Policy and Coordination Unit DPC | Nicole.McCartney@dpc.wa.gov.au | 6552 6237 |
| Sarah Hooper – Assistant Director, Public Sector Reform Unit DPC | Sarah.Hooper@dpc.wa.gov.au | 6552 6159 |
| Paul Flatau(UWA Centre For Social Impact) | paul.flatau@uwa.edu.au | 0447767719 |
| Wendy Casey (Department of Health) Director, Aboriginal health | Wendy.Casey@health.wa.gov.au | 9222 2478 |
| Fiona Emmett (Department of Justice, Aboriginal Social Policy) | Fiona.Emmett@justice.wa.gov.au | 9264 1610 |
| Jennifer Endersbee (Department of Justice) | Jennifer.Endersbee@justice.wa.gov.au | 9264 1756 |

2.2 Membership gaps identified:

Community Representatives:

- As the project progresses experts in the community will be identified and ask to join the working group

2.3 Meeting Frequency and Project Admin

Agreed two meetings between each SCF meeting:

- 23 July, 2pm – 3.30 pm,
- 10 Sept, 2pm – 3.30 pm
- 22 Oct, 2pm – 3.30 pm
- 3 Dec, 2pm – 3.30 pm

Admin support provided by the Department of Justice

2.4 Other organisations or groups that are working in the relevant area and how the working group will interact with them.

Other priority working Groups include:

- Bi Annual Working group
- Data Linkage Working Group
- Procurement Working Group

Currently there is cross representation on each working group. A standing agenda item, reports from other working groups

2.5 Supporting Communities Forum Terms of Reference

The Forum's Terms of Reference state that the Forum will:

- support development of a framework to measure outcomes across the community services sector, including identification of opportunities to cooperate and improved access to non-sensitive data

Other procurement and data sharing and linkage related tasks highlighted by the Forum's Terms of Reference are:

- provide advice on development of outcomes based procurement and outcomes framework to be applied across the community sector and Government
- provide advice on development of outcomes based procurement and outcomes framework to be applied across the community sector and Government: and
- provide advice on production of a biennial Our Communities Report to provide a snapshot of the health of the community

2.6 Details of proposed consultation methods.

A detailed Consultation and Communication Strategy will be developed by the WACOSS and DPC.

3. Stakeholders

All communication to the Premier and the Minister for Community Services will be directed through the Supporting Communities Forum and the Chair.

Key stakeholders are identified below. A detailed Consultation and Communication Strategy will be developed by the WACOSS and DPC.

MINISTERIAL LIASION

- Office of the Minister for Community Services – Chief of Staff
- Community Safety and Family Support Cabinet Sub Committee

GOVERNMENT

High level stakeholders

- Department of the Premier and Cabinet
 - Social Policy Unit
 - Public Sector Reform Unit
 - Aboriginal Policy Unit
- Department of Communities
- Department of Health
- Department of Justice

Technical and Implementation input:

- Department of Communities
 - Commissioner for Children and Young People
 - Early Years Initiative
- Department of Finance – contract managers for WACOSS
- Department of Treasury
- Department of Finance

COMMUNITY SERVICES SECTOR

- WACOSS
- Community Services organisations including regional and remote and Aboriginal Controlled Community Organisations (ACCO)

- Other peak bodies such as National Disability Services (NDS) and the Youth Affairs Council for WA (YACWA)
- Supporting Communities Forum
- Research organisations such as the Centre for Social Impact and Telethon Kids Institute

4. Timeframe and milestones

Timeframe and key milestones are as follows:

| ACTIVITY | TIMELINE |
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| Project Advisory group for WACOSS and DPC development of an Outcomes measurement Framework for Community Services in WA. | |
| <p>Activities</p> <ul style="list-style-type: none"> • Provide advice to WACOSS and DPC on the project scope, outcomes, consultation strategy, and alignment with other government and community sector reforms. Provide reports to the Supporting Communities Forum • Lead by Department of Justice, map existing outcome frameworks within WA State Government Departments. . The mapping would survey government departments currently involved in the SCF on key outcome frameworks either in use or in development. Information of interest include stage of use/development, enactment data, ownership, quality/robustness and consultation undertaken. | <p>March - Sept 2018</p> |
| <p>Outcome: Identify and agree on the nature and scope of the outcomes project, drawing from the experiences and expectations of stakeholders, and best international practice.</p> | |
| <p>Scope and parameters to be approved by CSFS Sub Committee.</p> | |
| <p>Stage 2 Sector consultation and develop a draft framework</p> | |
| <ul style="list-style-type: none"> • Support WACOSS and DPC to undertake consultation process on developing a draft outcomes measurement framework, including: <ul style="list-style-type: none"> ○ Findings and recommendations arising from Stage 1; ○ Potential outcomes statements under the outcome domains; ○ Potential key indicators; | <p>Sept to – Dec 2018</p> |

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| <ul style="list-style-type: none"> ○ Standardised language; and ○ Approach and format. ○ Develop draft outcomes measurement framework, including: <ul style="list-style-type: none"> ○ Detailed outcome statements; ○ Potential key indicators; ○ Agreed standardised language; and ○ Agreed approach and format; and ○ Alignment with whole of government targets, Service Priority Review and sector interests. <ul style="list-style-type: none"> ● An analysis of all supplied WA State Government frameworks, including the framework strategy, commonalities and differences, gaps. ● Consideration would also be made for glossary items, such as key definitions, naming conventions, consistency in language, and whether any glossary conventions have been used/developed by the DPC Public Sector Reform Unit. ● Identify what Outcomes frameworks within State Government Departments has worked well and what has not worked well. What were the design principles, consultations process and implementation that lead to success? | |
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Outcome: Develop a draft outcomes measurement framework.

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| <p>WACOSS and DPC to produce stage two report to present to Outcomes Framework working Group for endorsement at the Dec working Group meeting;</p> <ul style="list-style-type: none"> • summary of workshop feedback; and • recommendation of draft outcomes measurement framework |
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Stage 3 of Project; Develop implementation tools and launch final framework

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| <ul style="list-style-type: none"> ● Finalise outcomes measurement framework with key stakeholders and decision makers, including the CSFS Cabinet Sub Committee. | <p>Dec 2018– May2019</p> <p>Launch end June 2019</p> |
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Outcome: Produce final outcomes measurement framework endorsed by the working group and Supporting Communities Forum to be considered by CSFS Sub Committee.

WACOSS and DPC to produce final report outlining:

- Final outcomes measurement framework; and
- Implementation considerations, tools and guides specific to the community services sector.

5. Resources required

The following resources will be required:

- Grant of \$100,000 (GST exclusive) from Department of Finance to WACOSS; **grant secured**
- Costs associated with stakeholder engagement and consultation (e.g. catering); and
- FTE costs for Social Policy Unit (DPC) and other government agencies.
- FTE cost for secretariat support from Department of Justice for the working Groups meetings.
- FTE cost for Department of Justice and other departments to map and provide analysis on the current outcomes frameworks across state government.

6. Assumptions and risk analysis

KEY ASSUMPTIONS

- Project timeline remains on track.
- Ongoing support from Minister for Community Services
- The project work of the Outcomes working Group and Bi-Annual Report working Group is aligned

| RISK | | LEVEL | MITIGATION STRATEGY |
|--------------------------------------------------|--|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delays with implementation | | High | Ensure deadlines are met. Ensure the project has appropriate support from stakeholders. |
| Key stakeholders do not support or use framework | | Medium | Targeted consultation across sectors. Ongoing communication with stakeholders to ensure they are included after the consultation finishes. Draw on experience from other jurisdictions to |

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| | | inform and construct framework. |
| The outcomes framework does not align with Bi-Annual Report framework | Low | <p>Ensure each working group reports to the other working group</p> <p>Ensure common language and objectives</p> <p>Ensure cross representation on each working Group</p> |
| Cabinet does not endorse final framework | Low | Communication between SPU and Cabinet Services. |