



Communities and Justice Core Client Outcome and Indicator Bank

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Department of Communities and Justice

Family and Community Services Insights Analysis and Research (FACSIAR)

Produced by

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Acronyms

Acronym	Meaning
ABS	Australian Bureau of Statistics
ACARA	Australian Curriculum, Assessment and Reporting Authority
AEDC	Australian Early Development Census
AHO	Aboriginal Housing Office
AIHW	Australian Institute of Health and Welfare
ATAR	Australian Tertiary Admissions Rank
BOCSAR	Bureau of Crime Statistics and Research
CALD	Culturally and Linguistically Diverse
CHIMES	Community Housing Information Management 'E' System
CIW	Client Information Warehouse
CIMS	Client Information Management System
CYP	Children and Young People
DCJ	Department of Communities and Justice
EDW	Enterprise Data Warehouse
HOMES	Housing Operations Management Extended Services System
LSAC	Longitudinal Study of Australian Children
NAPLAN	National Assessment Program – Literacy and Numeracy
OOHC	Out-of-Home-Care
PDC	Perinatal Data Collection
POCLS	Pathways of Care Longitudinal Survey
PSDQ	Parenting Styles and Dimensions Questionnaire
QAF	Quality Assurance Framework
ROSH	Risk of Significant Harm
SARA	Safety Assessment, Risk Assessment and Risk Reassessment
TFM	Their Futures Matter
UAC	University Admissions Centre

Communities and Justice Core Client Outcome and Indicator Bank

The Department of Communities and Justice (DCJ) has developed a Core Client Outcome and Indicator Bank. This will support us to identify and use outcomes and indicators that are relevant to our work.

This document explains what the core client outcome and indicator bank is, why it was developed and how it can be used. It then lists the core client outcomes and indicators developed for use by DCJ. It contains preliminary analysis and identification of relevant existing data sources that may be used to measure client outcomes; existing measures and counting rules and information about whether the data may be available for DCJ specific population groups.

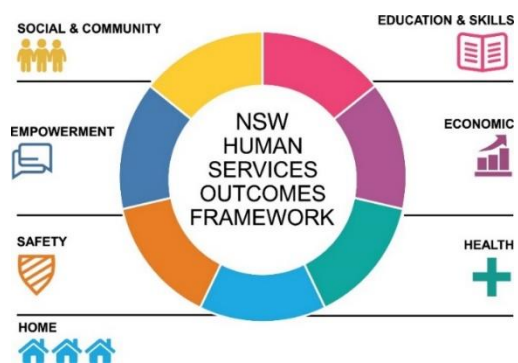
What is the Communities and Justice Core Client Outcome and Indicator Bank?

The Core Client Outcome and Indicator Bank (Indicator Bank) is a catalogue of identified client outcomes and indicators. It contains:

- the full list of core client outcomes and indicators
- preliminary analysis of identified data sources

The Indicator Bank consists of 37 outcomes that are relevant, but not exclusive to all DCJ clients.

They are outcomes that are crucial to client wellbeing. The Indicator Bank includes 116 indicators to measure these outcomes. These outcomes and indicators have been mapped to the [NSW Human Services Outcomes Framework](#).



The 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.

Why was the Core Client Outcome and Indicator Bank developed?

The Indicator Bank was developed to support DCJ to measure client outcomes.

Measuring client outcomes enables us to better understand and meet the needs of clients. It provides important 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. It 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.

How will the Core Client Outcome and Indicator Bank be used?

The Indicator Bank supports DCJ to identify, measure and commission for client outcomes.

The Indicator Bank could be used to identify long-term client outcomes that a program or service is trying to achieve. All 37 core client outcomes are listed in the bank. You can sort the outcomes by domains: Home, Safety, Education & Skills, Economic, Health, Social & Community and Empowerment.

Once you have identified the outcomes relevant to your work, you can use the bank to identify relevant indicators to measure client outcomes. There are 116 indicators in total. Each outcome has at least one indicator to choose from.

We can use these indicators to consistently monitor the impact of our services and programs. We can use this information to inform discussions about future service delivery i.e. how we deliver services, what services should be prioritised and what services need to be adapted to achieve better outcomes.

What are the data gaps?

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 below 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.

What's next?

Tracking core client outcomes

Additional work is being conducted to identify the information, evidence and data that is needed to track the core client outcomes. Some of this data is already available to DCJ (e.g. child protection data, housing data). However, some of this data needs to be obtained by data linkage with other government departments (e.g. education and health data).

In addition, research and evidence development needs to be undertaken to create appropriate measures for new outcome indicators.

How to read the Indicator Bank

The Core Client Outcome and Indicator Bank is broken up into the seven domains of the NSW Human Services Outcomes Framework: Safety, Home, Social & Community, Empowerment, Health, Education & Skills and Economic.

Under each domain is listed the relevant core client outcomes and their corresponding indicators. Where we have been able to, preliminary analysis of identified data sources is provided including existing measures and counting rules and information about whether the data may be available for DCJ specific population groups. Below is an example of how each of the core client outcomes and indicators are presented.

Example

Core Outcome	Outcome Indicators
Core client outcome area	Identified outcome indicator
Data Source	Department/ Organisation who owns/manages the data
Indicator measure	Existing measure identified as relevant in measuring the indicator
Measure source	Where the indicator comes from
Data report	The data report the measure comes from
Data elements	Elements that make up the indicator
Counting rules	An understanding of how the indicator is counted
Subgroups/Client populations	Relevant DCJ populations for which the data is available

Safety



Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Rate of children and young people at Risk of Significant Harm (ROSH) per 1,000 of population

Data Source	DCJ data
Indicator measure	ROSH reports
Measure source	Existing DCJ measure
Data report	ChildStory – Client Information Warehouse
Data elements	Number of ROSH reports per person NSW 0-17 population
Counting rules	Numerator: Number of children and young people in NSW reported at ROSH Denominator: Children and young people aged 0-17 years in the NSW population in the period
Subgroups/Client populations	Targeted Early Intervention Child protection and OOHC

Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Proportion (%) of children and young people assessed at high- or very high-risk

Data Source	DCJ data
Indicator measure	SARA
Measure source	Existing DCJ measure
Data report	ChildStory – Client Information Warehouse
Data elements	Persons score on risk assessment
Counting rules	Numerator: Number of children and young people with a completed field assessment with a related Risk Assessment in the period with the Risk rating was high or very high Denominator: Number of children and young people with a completed field assessment with a related Risk Assessment in the period
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Proportion (%) of children and young people re-reported at ROSH

Data Source	DCJ data
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Indicator measure	ROSH reports
Measure source	Existing DCJ measure
Data report	ChildStory – Client Information Warehouse
Data elements	Person re-reported at ROSH status
Counting rules	There are various versions of this measure, essentially is a ROSH report following an event of interest (for e.g. an intervention)
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Proportion (%) of children and young people in Out-of-Home-Care reported at ROSH post restoration

Data Source	DCJ data
Indicator measure	ROSH reports
Measure source	Existing DCJ measure
Data report	ChildStory – Client Information Warehouse
Data elements	Data elements under development
Counting rules	Counting rules being developed by IM-ICT with input from business SMEs including FACSIAR
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Rate of children and young people entering care per 1,000 of population

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ measure
Data report	ChildStory – Client Information Warehouse
Data elements	Persons in care status NSW 0-17 population
Counting rules	Numerator: Number of CYP entering OOHC in period Denominator: All children and young people aged 0-17 years in the NSW population in the period
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicators
People are safe from abuse and neglect	Proportion (%) of people who report feeling safe at home

Data Source	New data
Indicator measure	QAF Does the child feel safe in their current placement? POCLS (recommended measure) Do you feel safe where you live now?
Measure source	QAF; POCLS
Data report	Nil
Data elements	Persons indication if they feel safe
Counting rules	Numerator: Number of people who feel safe Denominator: Number of people surveyed
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
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

Data Source	New data
Indicator measure	PSDQ Note: this is a 133-item parenting questionnaire and may not be appropriate
Measure source	TFM
Data report	Nil
Data elements	Data elements should be developed in consultation with TFM
Counting rules	Counting rules should be developed in consultation with TFM
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
Parents, carers and kin have the skills and capacity to keep children and young people safe at home	Proportion (%) of parents who have not engaged in risky and high-risk drinking patterns in the last 12 months

Data Source	NSW Ministry of Health
Indicator measure	NSW Population Health Survey: Alcoholic drinks are measured in terms of a "standard drink". A standard drink is equal to 1 middy of full-strength beer, 1 schooner of light beer, 1 small glass of wine or 1 pub-sized nip of spirits. On a day when you drink alcohol, how many standard drinks do you usually have? 1 Record number of drinks

	X Don't know R Refused
Measure source	HeathStats
Data report	Nil
Data elements	Number of standard alcoholic drinks a person has in a day
Counting rules	Numerator: Number of parents who have < 2 standard alcoholic drinks on a day Denominator: Number of parents surveyed
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
Parents, carers and kin have the skills and capacity to keep children and young people safe at home	Proportion (%) of parents who have not used an illicit substance in the last 12 months

Data Source	DCJ data
Indicator measure	QAF measure under development POCLS (Recommended) The next few questions are about drug use other than for medical reasons (e.g. marijuana, ecstasy, speed, pills). Have you had drugs in the last 12 months? • Yes • No • Pass
Measure source	POCLS
Data report	Nil
Data elements	Persons status of illicit drug use in last 12 months
Counting rules	Numerator: Number of parents who have not used an illicit substance Denominator: Number of parents surveyed
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
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 the presence of relationships that facilitate disclosure of safety and wellbeing concerns

Data Source	DCJ data
Indicator measure	QAF

	<p>Does the child feel that they have someone to talk to if they didn't feel safe or cared for? POCLS (recommended measure) Ages 7-17yrs When you have felt sad worried or angry, who did you talk to about it? People you are living with now, Your birth family, Your friends, Teachers or school counsellors, Caseworkers, Other person or group , No one, Pass Ages 7-17yrs If you have talked to someone about being worried, sad or angry, how helpful were they; Very helpful, Quite helpful, Somewhat helpful, Not at all helpful, Pass</p>
Measure source	QAF; POCLS
Data report	Nil
Data elements	<p>Persons indication of presence of relationship Persons rating of how help the relationship is</p>
Counting rules	<p>Numerator: Number of children and young people who identified as having a relationship and the relationship was either "Very helpful" or "Quite helpful" Denominator: Number children and young people surveyed</p>
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
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

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicator
People feel that the importance of their family and culture is recognised, respected and understood	Proportion (%) of Aboriginal children and young people in Out-of-Home-Care managed by accredited Aboriginal community-controlled organisations

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	DCJ data
Data report	ChildStory - Client Information Warehouse (CIW)
Data elements	Data elements being developed
Counting rules	Counting rules being developed by IM-ICT with input from business SMEs including FACSIAR
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicator
People feel that the importance of their family and culture is recognised, respected and understood	Proportion (%) of Aboriginal people who report having trust in providers 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 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

Data Source	Data under development
Indicator measure	
Measure source	
Data report	
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicator
People are safe from domestic and family violence	Proportion (%) of people who reported experiencing domestic and family violence in the last 12 months

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicator
People are safe from domestic and family violence	Proportion (%) of people who have been a victim of a reported instance of domestic and family violence

Data Source	DCJ data
Indicator measure	Police reports
Measure source	DCJ data
Data report	Domestic violence data sets
Data elements	Victims of a domestic violence related assault recorded by the NSW Police Force
Counting rules	<p>Numerator: Number of victims of a domestic violence related assault recorded by the NSW Police Force</p> <p>Domestic violence definition: NSW Police flag whether criminal incidents that they record on their COPS (Computerised Operational Policing System) database are domestic violence-related. New South Wales police define domestic violence in line with the Crimes (Domestic and Personal Violence) Act 2007. Under this legislation a person has a domestic relationship with another if they are a spouse/partner, ex-spouse/ex-partner, boy/girlfriend (including ex), parent/guardian (including step/foster), child (including step/foster), sibling, other member of family (including kin), is living or has lived in the same household as other person, is dependent on the paid or unpaid care of the other person, or are involved in a "love triangle" (e.g. a woman's ex-partner and current partner would have a domestic relationship with each other for the purposes of this Act even if they had never met). Domestic violence can be considered as an associated factor for any criminal incident where the victim-offender relationship meets any of these criteria.</p>
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
People are safe from domestic and family violence	Proportion (%) of domestic and family violence perpetrators re-offending within 12 months

Data Source	DCJ data
Indicator measure	Police reports
Measure source	DCJ data
Data report	Domestic violence data sets
Data elements	Number of domestic violence assault offenders who were legally proceeded against by the NSW Police Force
Counting rules	Numerator: Number of distinct domestic violence assault offenders who were legally proceeded against by the NSW Police who had an earlier domestic assault charge in the last 12 months Denominator: Number of distinct domestic violence assault reoffenders
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicator
People are safe from domestic and family violence	Proportion (%) of domestic and family violence victims who are re-victimised

Data Source	DCJ data
Indicator measure	Police reports
Measure source	DCJ data
Data report	Domestic violence data sets
Data elements	Number of victims of domestic violence assault recorded by the NSW Police Force
Counting rules	Numerator: Number of distinct victims of domestic violence assault who were also victimised within the previous 12 months for a prior domestic assault incident Denominator: Number of distinct victims of domestic violence assault
Subgroups/Client populations	N/A

Core Outcomes	Outcome Indicators
People are physically and emotionally safe in their communities	Proportion (%) of people who report feeling safe in their neighbourhood
	Proportion (%) of people who reported being a victim of personal crime (i.e. physical assault, threatened assault, robbery or sexual assault) in the last 12 months

Data Source	Data under development
Indicator measure	
Measure source	
Data report	
Data elements	
Counting rules	

Subgroups/Client populations

Core Outcomes	Outcome Indicators
People are physically and emotionally safe in their communities	Rate of crimes against the person per 1,000

Data Source	DCJ data
Indicator measure	Police reports
Measure source	DCJ data
Data report	Offences against the person data set
Data elements	Incidents of crimes against the person recorded by the NSW Police Force NSW population
Counting rules	Numerator: Number of crimes against the person recorded by the NSW Police Force in the period Denominator: NSW population for that period Crimes against the person include: murder, attempted murder, manslaughter, assault - domestic violence related, assault - non-domestic violence related, assault police, robbery without a weapon, robbery with a firearm, robbery with a weapon not a firearm, sexual assault and indecent assault, act of indecency and other sexual offences.
Subgroups/Client populations	N/A

Core Outcomes	Outcome Indicators
People are physically and emotionally safe in their communities	Proportion (%) of people who experience discrimination or racism

Data Source	ABS
Indicator measure	<p>In the past 12 months, do you feel that you have experienced discrimination or have been treated unfairly by others?</p> <p>1. Yes 5. No 6. Don't Know</p> <p>Thinking about your most recent experience of discrimination in Australia, do you think it was because of any of the following? Interviewer: More than one response is allowed.</p> <p>10. Your skin colour 11. Your nationality, race or ethnic group 12. The language you speak 13. The way you dress or your appearance 14. Your gender 15. Your age 16. A disability or health issue 17. Your marital status</p>

	18. Your family status 19. Your sexual orientation 20. Your occupation 21. Your religious beliefs 22. Your political position 23. Other (please specify) 24 Don't know
Measure source	ABS General Social Survey
Data report	No data source
Data elements	Number of discrimination or racism experiences person has had
Counting rules	Numerator: Number of people who have had at least one experience of discrimination or racism Denominator: Number of people surveyed
Subgroups/Client populations	N/A

Core Outcomes	Outcome Indicators
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People are physically and emotionally safe in their communities	Proportion (%) of people who report being bullied
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Data Source	LSAC
Indicator measure	During the past month (30 days) at school... a. kids hit or kicked me on purpose b. kids grabbed or shoved me on purpose c. kids threatened to hurt me or take my things d. kids said mean things to me or called me names e. kids tried to keep others from being my friend f. kids did not let me join in what they were doing g. kids sent me a mean text message/email; or posted mean things about me on the Internet (e.g. on Facebook, MySpace) 1. Never 2. Once or twice 3. About once a week 4. Several times a week
Measure source	External agency measure (LSAC) - Children only Adapted from the School Climate Bullying Scale (Brockenbrough, 2000).
Data report	No data source
Data elements	Number of bullying experiences person has had
Counting rules	Numerator: Number of people who have had at least one bullying experience Denominator: Number of people surveyed
Subgroups/Client populations	N/A

Home



Core Outcome	Outcome Indicators
People have stability in their home	Proportion (%) of people with frequent housing changes

Data Source	DCJ data
Indicator measure	A definition of frequent housing changes need to be developed
Measure source	DCJ data
Data report	HOMES/CHIMES/EDW (Social Housing) ChildStory - Client Information Warehouse (CIW) (Child Protection and OOH)
Data elements	Number of times a persons address has changed
Counting rules	Counting rules require development
Subgroups/Client populations	OOHC; Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
People have stability in their home	Proportion (%) of people who report being secure in their accommodation

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People have stability in their home	Proportion (%) of people who are homeless

Data Source	DCJ data
Indicator measure	Persons dwelling type from options of: House / townhouse / flat; Caravan; Tent; Cabin; Boat; Improvised dwelling

	<p>No dwelling, in the open; Motor vehicle; Boarding house; Emergency accommodation; Hotel / motel; Hospital; Psychiatric hospital or unit Disability support; Rehabilitation; Adult correctional facility Youth justice detention centre; Boarding school / residential college Aged care facility; Immigration detention centre; Other; Don't know</p> <p>Persons tenure type from options of: Renter - private housing; Renter - public housing; Renter - community housing; Renter - transitional housing; Renter - caravan park Renter - boarding house; Renter - emergency accommodation Other renter; Rent free - private housing; Rent free - public housing Rent free - community housing; Rent free - transitional housing Rent free - caravan park; Rent free - boarding house Rent free - emergency accommodation; Other rent free Life tenure scheme; Owner - shared equity or rent / buy scheme Owner - being purchased / with mortgage; Owner - fully owned Other tenure; No tenure; Don't know</p> <p>Persons conditions of occupancy type from options of: Not applicable Leased tenure - on lease Lease in place - not on lease Couch surfer Boarder Living with relative fee free Other Don't know</p>
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	<p>* persons homelessness status derived from tenure type of: - dwelling type is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast - tenure type is renting or living rent free in transitional housing, caravan park, boarding/rooming house or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure - conditions of occupancy is couch surfer.</p>
Counting rules	<p>Numerator: Number of people who are homeless Denominator: Number of DCJ clients</p>
Subgroups/Client populations	Specialist Homelessness Services

Core Outcome	Outcome Indicators
People have stability in their home	Proportion (%) of the people in Transitional Housing
Data Source	DCJ data
Indicator measure	<p>Persons tenure type from options of: Renter - private housing Renter - public housing</p>

	Renter - community housing Renter - transitional housing Renter - caravan park Renter - boarding house Renter - emergency accommodation Other renter Rent free - private housing Rent free - public housing Rent free - community housing Rent free - transitional housing Rent free - caravan park Rent free - boarding house Rent free - emergency accommodation Other rent free Life tenure scheme Owner - shared equity or rent / buy scheme Owner - being purchased / with mortgage Owner - fully owned Other tenure No tenure Don't know
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	* Persons tenure type
Counting rules	Numerator: Number of people who have tenure type = transitional housing Denominator: Total number of people accessing Specialist Homelessness Services
Subgroups/Client populations	Specialist Homelessness Services

Core Outcome	Outcome Indicators
People have stability in their home	Proportion (%) of homeless people who move from Specialist Homelessness Services to stable accommodation

Data Source	DCJ data
Indicator measure	Housing type at end pf service from options of: Unstable housing at start but achieved stable housing last reported Unstable housing at start but did not achieve stable housing last reported Other housing last reported / not stated
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	Persons housing stability type at end of service contact
Counting rules	Numerator: Number of people who had housing stability type at end of service contact as = Unstable housing at start but achieved stable housing last reported Denominator: Total number of people who access Specialist Housing Services

Subgroups/Client populations	Specialist Homelessness Services
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Core Outcome	Outcome Indicators
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People have stability in their home	Proportion (%) of clients experiencing homelessness who had repeat periods of homelessness
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Data Source	DCJ data
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Indicator measure	Derived from administrative data
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Measure source	Existing DCJ measure
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Data report	CIMS
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Data elements	Persons homelessness status -current Persons homelessness status -previous
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Counting rules	Numerator: Number of specialist homelessness service clients who change status from 'homeless' to 'not homeless' and back to 'homeless' Denominator: Total number of people who are homeless
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Subgroups/Client populations	Specialist Homelessness Services
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Core Outcome	Outcome Indicators
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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
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Data Source	DCJ data
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Indicator measure	Derived from administrative data
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Measure source	Existing DCJ data
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Data report	ChildStory - Client Information Warehouse (CIW)
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Data elements	Data elements being developed
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Counting rules	Counting rules being developed by IM-ICT with input from business SMEs including FACSIAR
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Subgroups/Client populations	Child protection and OOHC
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Core Outcome	Outcome Indicators
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Housing is appropriate to occupants' needs	Proportion (%) of people who have amenities that meet their needs
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Data Source	AIHW
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Indicator measure	Indicate whether the following features of your home are important or not important to your household: size of home, number of bedrooms,
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	<p>modifications for special needs (e.g. disability), easy access and entry, car parking, yard space and fencing, privacy of home, safety and security within the home, safety and security outside of the home within the neighbourhood (e.g. adequate street lighting), energy efficiency (e.g. power bills), water efficiency (e.g. water saving shower head, dual flush toilet), thermal comfort (e.g. cool in summer, warm in winter). THEN indicate if these features currently meet the needs of your household or not: for each item above Column A Scale: important, not important, not applicable Column B Scale: meets needs, does not meet needs, NA</p> <p>Calculation method: only amenities rated as important are included in the calculation of satisfaction.</p>
Measure source	AIHW
Data report	No data source
Data elements	<p>Persons indicator if important - size of home Persons indicator if important - number of bedrooms Persons indicator if important - modifications for special needs (e.g. disability) Persons indicator if important - easy access and entry Persons indicator if important - car parking, yard space and fencing Persons indicator if important - privacy of home Persons indicator if important - safety and security within the home Persons indicator if important - safety and security outside of the home within the neighbourhood (e.g. adequate street lighting) Persons indicator if important - energy efficiency (e.g. power bills) Persons indicator if important - water efficiency (e.g. water saving shower head, dual flush toilet) Persons indicator if important - thermal comfort (e.g. cool in summer, warm in winter) Persons indicator if needs met - size of home Persons indicator if needs met - number of bedrooms Persons indicator if needs met - modifications for special needs (e.g. disability) Persons indicator if needs met - easy access and entry Persons indicator if needs met - car parking, yard space and fencing Persons indicator if needs met - privacy of home Persons indicator if needs met - safety and security within the home Persons indicator if needs met - safety and security outside of the home within the neighbourhood (e.g. adequate street lighting) Persons indicator if needs met - energy efficiency (e.g. power bills) Persons indicator if needs met - water efficiency (e.g. water saving shower head, dual flush toilet) Persons indicator if needs met - thermal comfort (e.g. cool in summer, warm in winter)</p>
Counting rules	<p>Numerator: Number of people where all important needs are met Denominator: Number of people surveyed</p>
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
Housing is appropriate to occupants' needs	Proportion (%) of Aboriginal people who report their home meets their cultural needs

Data Source	New data (DCJ)
Indicator measure	AHO tenant satisfaction experience survey has piloted the below survey question. However, further research and validation is required. Does your home meet your cultural needs? meets needs does not meet needs
Measure source	DCJ measure under development (AHO)
Data report	No data source
Data elements	AHO developing data
Counting rules	AHO developing counting rules
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
Housing is appropriate to occupants' needs	Proportion (%) of people who live in dwellings considered overcrowded

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ measure
Data report	HOMES/CHIMES/EDW
Data elements	* Number of persons in dwelling * Relationship status of all persons in dwelling * Age of persons in dwelling * Gender of persons in dwelling
Counting rules	Numerator: Number of clients living in a dwelling classed as overcrowded Denominator: Total number of people where overcrowded status is known
Subgroups/Client populations	Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
People live in housing with good condition and with good access to local facilities and services	Proportion (%) of people satisfied with the home they live in
	Proportion (%) of people living in homes of acceptable standard
	Proportion (%) of people living in homes that meet safety standards

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People are able to live independent from housing support	Number of people that positively transition out of the social housing system

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ data
Data report	HOMES/CHIMES/EDW
Data elements	Persons reason for exiting tenancy
Counting rules	Count persons exiting from tenancies where core tenancy termination reason is tenant initiated or provider initiated exit and 'where next housed' is private rental or private ownership.
Subgroups/Client populations	Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
People are able to live independent from housing support	Number of people that negatively exit out of the social housing system

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ data
Data report	HOMES/CHIMES/EDW
Data elements	Persons reason for exiting tenancy
Counting rules	Count persons exiting tenancies where core tenancy termination reason is breach
Subgroups/Client populations	Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
People are able to live independent from housing support	Number of people that neutrally transition out of the social housing system

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ data
Data report	HOMES/CHIMES/EDW
Data elements	Persons reason for exiting tenancy
Counting rules	Count persons exiting from tenancies where core tenancy termination reason is deceased, long term care, short term care or prison
Subgroups/Client populations	Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
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

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ measure
Data report	HOME/CHIMES/EDW
Data elements	<ul style="list-style-type: none"> * Persons household income * Persons rent * Persons percentage of rent of household income * ABS household income 40th percentile cut-off
Counting rules	Numerator: Number of people living in dwellings where equivalised gross household income is < ABS 40th percentile cut-off value AND Rent/Mortgage as proportion of household income > 30 Denominator: Number of persons where household income and rent/mortgage payment amounts are known
Subgroups/Client populations	Public housing and AHO; Community Housing

Core Outcome	Outcome Indicators
Aboriginal people are able to live on Country or in a community of belonging	Proportion (%) of Aboriginal people who make a choice to return to live on Country
	Proportion (%) of Aboriginal people who have members living in their neighbourhood

Data Source	Data under development
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Indicator measure
Measure source
Data report
Data elements
Counting rules
Subgroups/Client populations

Social and Community



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

Data Source

Indicator measure

Measure source

Data report

Data under development

Data elements

Counting rules

Subgroups/Client populations

Empowerment



Core Outcome	Outcome Indicators
Aboriginal people have a voice in community decision-making	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
	Proportion (%) of Aboriginal people engaged in local decision-making forums
People are in charge of their own lives and feel a sense of choice and control (self-determination)	Proportion (%) of people who feel they can control and influence their life outcomes
	Proportion (%) of people who report being involved in decision-making
	Proportion (%) of people who report having choice and control over the services they receive
People have a belief in self	Proportion (%) of people who have high self-efficacy
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

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Health



Core Outcome	Outcome Indicators
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

Data Source	NSW Ministry of Health
Indicator measure	Perinatal data collection record
Measure source	NSW Ministry of Health
Data report	NSW PDC
Data elements	Mother's age [age]
Counting rules	Numerator: Number of children born where Mother's age ≥ 15 and ≤ 19 Denominator: Number of DCJ clients age ≥ 15 and ≤ 19 Filters: Persons who are female and aged ≥ 15 and ≤ 19
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People have a healthy lifestyle and avoid risk taking behaviours that negatively impact their health	Proportion (%) of people who currently smoke tobacco
	Proportion (%) of people who report levels of physical activity below nationally recommended levels
	Proportion (%) of adults currently consuming alcohol at levels posing long-term risks to their health
	Proportion (%) of people who have not used an illicit substance in the last 12 months

Data Source	Data under development
Indicator measure	
Measure source	
Data report	
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
Mothers have healthy pregnancies and babies have good birth outcomes	Proportion (%) of mothers who smoke during pregnancy

Data Source	NSW Ministry of Health
Indicator measure	Information not publicly available
Measure source	NSW Ministry of Health
Data report	NSW PDC
Data elements	Smoking during pregnancy [smoke]
Counting rules	Numerator: Number of women who smoked during pregnancy = Yes Denominator: Number of women who have given birth
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
Mothers have healthy pregnancies and babies have good birth outcomes	Proportion (%) of live-born infants below a healthy weight at birth

Data Source	NSW Ministry of Health
Indicator measure	Weight at birth
Measure source	NSW Ministry of Health
Data report	NSW PDC
Data elements	Birthweight [weight]
Counting rules	Numerator: Number of children with birth weight > 2,500 grams Denominator: Number of children
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
Mothers have healthy pregnancies and babies have good birth outcomes	Proportion (%) of women who present for antenatal care programs

Data Source	NSW Ministry of Health
Indicator measure	Information not publicly available
Measure source	NSW Ministry of Health
Data report	NSW PDC
Data elements	Antenatal care

Counting rules	Numerator: Number of women where Antenatal care = YES Denominator: Number of women who have given birth
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
Mothers have healthy pregnancies and babies have good birth outcomes	Proportion (%) of women who report substance misuse during pregnancy
	Proportion (%) of mothers who experience high levels of maternal stress
	Proportion (%) of infants exclusively breastfed at 4 months of age

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
Aboriginal people heal from inter-generational trauma and loss	Proportion (%) of children and young people in Out-of-Home-Care who have a parent who was also in Out-of-Home-Care

Data Source	DCJ data
Indicator measure	Derived from administrative data
Measure source	Existing DCJ measure
Data report	ChildStory - Client Information Warehouse (CIW)
Data elements	* Parents OOHC history status * Child or young persons OOHC status
Counting rules	Numerator: Number of children and young people in OOHC who also had a parent in OOHC Denominator: Number of children and young people in OOHC
Subgroups/Client populations	Child protection and OOHC

Core Outcome	Outcome Indicators
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

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People have good physical health	Proportion (%) of children and young people with up-to-date immunisation record

Data Source	Department of Human Services
Indicator measure	Medical records submitted to Australian Immunisation Register
Measure source	Department of Human Services
Data report	Australian Immunisation Register
Data elements	Information not publically available
Counting rules	Counting rules to be developed with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People have good physical health	Proportion (%) of people who report having excellent/very good/good/fair/poor health
	Proportion (%) of children who are free from tooth decay
	Proportion (%) of people who are overweight or obese

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People have good mental health and social and emotional wellbeing	Proportion (%) of people who report often feeling lonely
	Proportion (%) of people who report having high levels of psychological distress
	Proportion (%) of children with good social and emotional functioning
	Proportion (%) of children aged 0-5 years with developmental delays

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People have good mental health and social and emotional wellbeing	Suicide rate per 100,000 population by age

Data Source	NSW Registry of Births, Deaths and Marriages
Indicator measure	Notice of death
Measure source	NSW Registry of Births, Deaths and Marriages
Data report	NSW Mortality Data
Data elements	* Underlying Cause of Death Diagnosis Code [ucod_recode]
Counting rules	Numerator: total number of deaths where Underlying Cause of Death Diagnosis Code is self-harm (ICD10 X60 - X84, Y87.0) Denominator: Number of DCJ clients
Subgroups/Client populations	N/A

Education & Skills



Core Outcome	Outcome Indicators
Children and young people participate in education or skills training	Proportion (%) of students who attended school 90 per cent or more of the time

Data Source	NSW Department of Education
Indicator measure	Information not publicly available
Measure source	NSW Department of Education
Data report	Attendance data set
Data elements	Information not publicly available
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of children and young people who report feeling motivated to pursue education or attend school

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of students at or above the national minimum standard for literacy and numeracy (NAPLAN)

Data Source	ACARA
Indicator measure	NAPLAN
Measure source	ACARA

Data report	NAPLAN
Data elements	Persons spelling band [Spellingbandstudent] Persons grammar band [Grampunctbandstudent] Persons numeracy band [Numeracybandstudent] Year Level Derived values: * Indicator if person is above minimum standard for all bands Note: For NAPLAN results, a national minimum standard is defined and located on the assessment scale for each year level. Band 2 is the minimum standard for Year 3, band 4 is the minimum standard for Year 5, band 5 is the minimum standard for Year 7 and band 6 is the minimum standard for Year 9.
Counting rules	Numerator: Number of children and young people at or above the minimum band for the relevant school grade Denominator: All children and young people who completed NAPLAN
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of students who participate in NAPLAN assessments

Data Source	ACARA
Indicator measure	NAPLAN
Measure source	ACARA
Data report	NAPLAN
Data elements	Persons reading band [Readingbandstudent] Persons writing band [Writingbandstudent] Persons spelling band [Spellingbandstudent] Persons grammar band [Grampunctbandstudent] Persons numeracy band [Numeracybandstudent] Year Level
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of students who achieve an ATAR of 50.0 or above

Data Source	UAC
Indicator measure	ATAR

Measure source	UAC
Data report	ATAR data set
Data elements	Information not publicly available
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of children and young people who experience an unplanned school move in the last 12 months

Data Source	NSW Department of Education
Indicator measure	Information not publicly available
Measure source	NSW Department of Education
Data report	Information not publicly available
Data elements	Information not publicly available
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are engaged in their learning and strive for excellence in their education	Proportion (%) of people who are recorded as having low literacy levels

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People are ready at each point of educational transition (e.g. have education and skills required to	Proportion (%) of children attending early childhood education programs for 600 hours or more in the year prior to starting kindergarten

be work or school ready)

Data Source	ABS
Indicator measure	Information not publicly available
Measure source	ABS
Data report	National Early Childhood Education and Care Collection
Data elements	Number of hours child attended preschool per week (PSN_HRSATTPW) Total number of preschool service operational weeks (EPR_SRVOPPWKS) Date of birth of child (PSN_DOB) Derived values: Total number of hours attended = Number of hours child attended preschool per week (PSN_HRSATTPW) * Total number of preschool service operational weeks (EPR_SRVOPPWKS) Age = July 1st of collection year - Date of birth of child (PSN_DOB)
Counting rules	Numerator: total number of clients where total number of hours attended >= 600 Denominator: total number of clients aged between 4 and 5 inclusive not enrolled in school Filters: clients aged between 4 and 5 not enrolled in school
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
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 that are school ready according to Best Start

Data Source	NSW Department of Education
Indicator measure	Best Start
Measure source	NSW Department of Education
Data report	Best Start Assessment
Data elements	Not publicly available
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
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 developmentally vulnerable on two or more Australian Early Development Census domains

Data Source	Australian Government Department of Education and Training
Indicator measure	AEDC
Measure source	Australian Government Department of Education and Training
Data report	AEDC
Data elements	Vulnerable on at least two domains (DV2)
Counting rules	Numerator: Number of children who are vulnerable on at least two domains – DV2 = 2 ("Yes") Denominator: Number of persons who participated in AEDC
Subgroups/Client populations	N/A

Core Outcome	Outcome Indicators
People are ready at each point of educational transition (e.g. have education and skills required to be work or school ready)	Proportion (%) of people who receive job skills training and employment support

Data Source	Data under development
Indicator measure	
Measure source	
Data report	
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicators
People achieve their educational aspirations	Proportion (%) of people who complete Year 12 or equivalent
	Proportion (%) of people with a vocational or higher education qualification

Data Source	Data under development
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Indicator measure
Measure source
Data report
Data elements
Counting rules
Subgroups/Client populations

Core Outcome	Outcome Indicators
People achieve their educational aspirations	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

Data Source	ACARA
Indicator measure	NAPLAN as for clients in grades 3-9 School grades for clients in grades 10-12
Measure source	ACARA
Data report	NAPLAN/ School grades
Data elements	Data elements require consultation with NSW Department of Education
Counting rules	Counting rules to be developed in consultation with data custodian
Subgroups/Client populations	N/A

Economic



Core Outcome	Outcome Indicators
Adults and young people are able to participate in education, training or the labour force	Proportion (%) of people who are unemployed and currently enrolled in some form of education or training
Data Source	DCJ data
Indicator measure	Persons employment status from options of: Not applicable Employed Unemployed Not in labour force Don't know Persons education enrolment status from options of: Not applicable Preschool student Primary student Secondary student University student Vocational student Other Don't know
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	* Persons employment status * Education or training enrolment status
Counting rules	Numerator: Number of people who are enrolled in education or training Denominator: Number People who identify as employment status = Unemployed Filters: People who identify as employment status = Unemployed
Subgroups/Client populations	Specialist Homelessness Services

Core Outcome	Outcome Indicators
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

Data Source	DCJ data
Indicator measure	Persons employment status from options of: Not applicable Employed Unemployed Not in labour force Don't know
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	* Persons employment status * Persons age
Counting rules	Numerator: Number of person who identify as employment status = Unemployed OR Employed Denominator: Total number of persons Filters: Persons aged is >= 16 and <= 64
Subgroups/Client populations	Specialist Homelessness Services

Core Outcome	Outcome Indicator
People have financial literacy and financial management skills	Proportion (%) of people who report having the skills to manage their finances

Data Source	Data under development
Indicator measure	
Measure source	
Data report	
Data elements	
Counting rules	
Subgroups/Client populations	

Core outcome	Outcome Indicator
Adults and young people who are able to work are employed	Proportion (%) of people who report underemployment

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core outcome	Outcome Indicator
Adults and young people who are able to work are employed	Proportion (%) of people who are unemployed

Data Source	DCJ
Indicator measure	Persons employment status from options of: Not applicable Employed Unemployed Not in labour force Don't know
Measure source	Existing DCJ measure
Data report	CIMS
Data elements	* Persons employment status
Counting rules	Numerator: Number of person who identify as employment status = Unemployed Denominator: Total Number of who identify as employment status = Unemployed OR Employed
Subgroups/Client populations	Specialist Homelessness Services

Core Outcome	Outcome Indicator
Adults and young people who are able to work are in continuous employment	Proportion (%) of people who were employed continuously in the past 12 months

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	

Core Outcome	Outcome Indicator
People have financial security and autonomy	Proportion (%) of people who report that their household spends more money than it gets
	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 their mortgage or rent
	Proportion (%) of people who could not pay electricity, gas or telephone bills on time
	Proportion (%) of children living in families with secure parental employment

Data Source	
Indicator measure	
Measure source	
Data report	Data under development
Data elements	
Counting rules	
Subgroups/Client populations	