

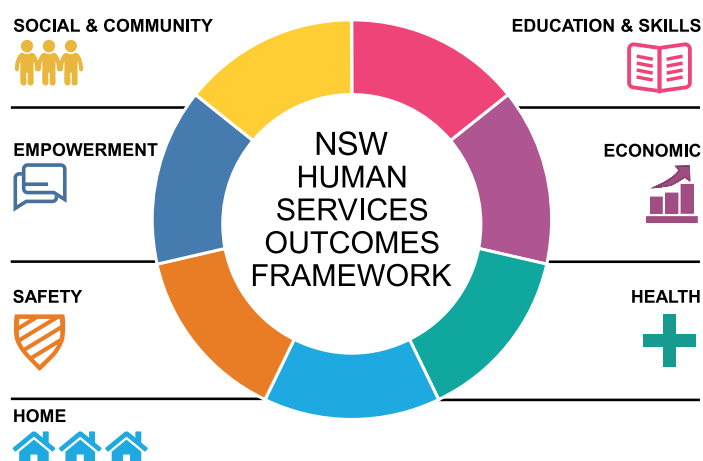


## The Communities and Justice Core Client Outcome and Indicator set

The Department of Communities and Justice (DCJ) has developed a set of core client outcomes and indicators. These will help us to identify and use outcomes and indicators that are relevant to our work, and measure how well we are improving the lives of the people who receive our services.

This Snapshot describes what this core set is, why it was developed and how it can support DCJ staff and our partners to adopt an outcomes-focused approach in our work.

The core client outcomes and indicators reflect priority outcomes for our clients within each of the seven domains of the [NSW Human Services Outcomes Framework](#). The outcomes and indicators are evidence based, built on a review of high quality evidence and international indicator sets and data sources.



### What is the core client outcome and indicator set?

DCJ has developed a set of 37 core client outcomes. These are outcomes that are crucial to ensuring children, young people, families and other community members who receive DCJ services are safe and thrive.

Client outcomes can be defined and measured at different levels (see Figure 1). The 'core client outcomes' are short-, medium- and long-term outcomes that are important, but not exclusive, to all users of our services.

We also identified 116 indicators to measure these outcomes. They identify standardised information that will need to be collected to be able to report on these outcomes over time.

The full set of outcomes and indicators is available in the [Client Outcome and Indicator Bank](#). More information about the Client Outcome and Indicator Bank is at the end of this Snapshot.

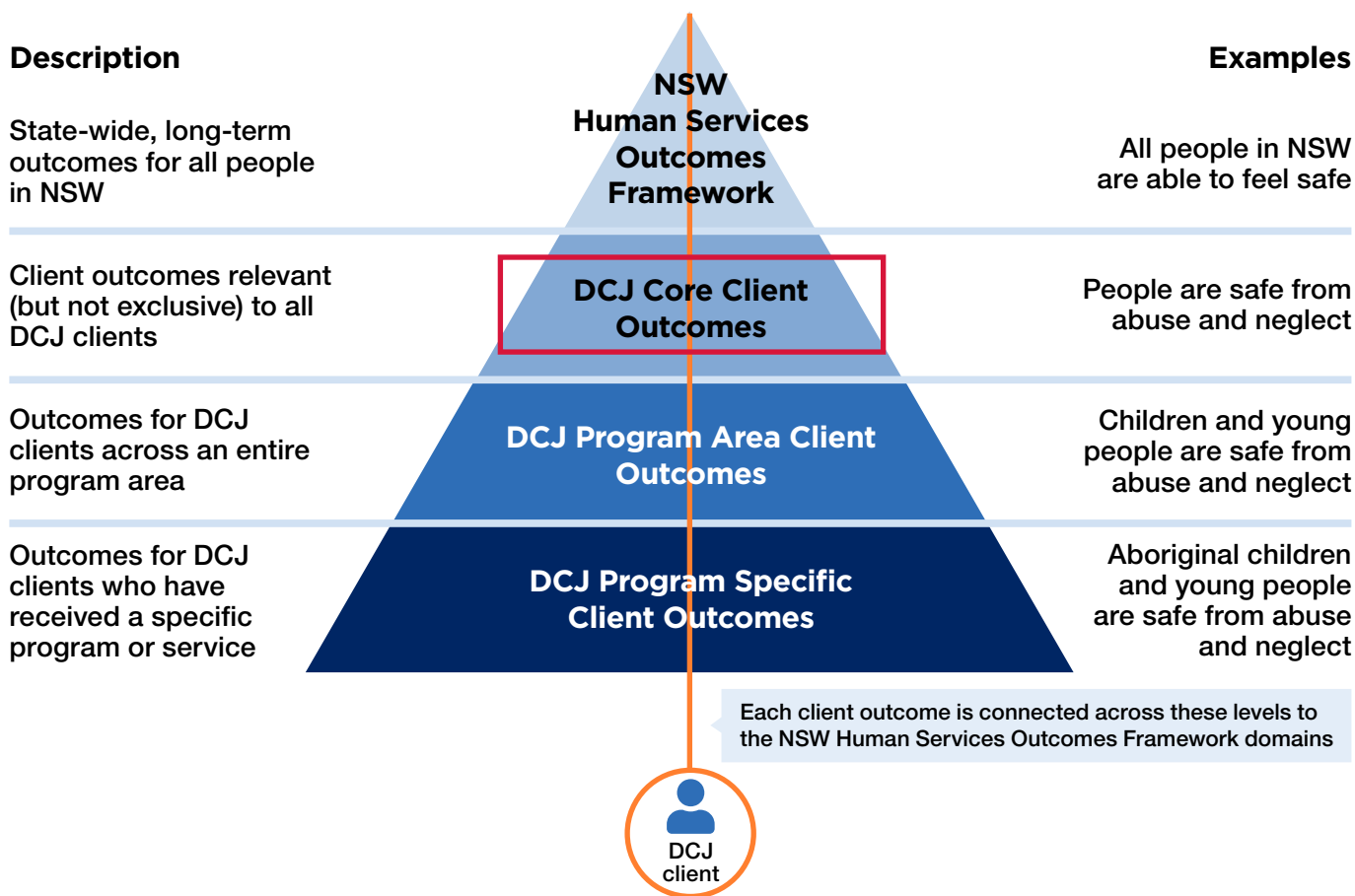
#### What is a client outcome?

Client outcomes are the changes that occur in the lives of our clients after they receive a service.

#### What is an outcome indicator?

An indicator measures client outcomes. It shows us whether an outcome has been achieved, or is in the process of being achieved.

Figure 1 Defining outcomes for clients at different levels



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

The NSW Government wants to know if the programs and services we provide improve client outcomes. To do this, we need to collect data on client outcomes, and measure and report on these 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 can support DCJ 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 can also support us to measure outcomes consistently, so we can compare outcomes across programs and services.



## The Core Client Outcomes

### Safety



- People are safe from abuse and neglect
- Parents, carers, and kin have the skills and capacity to keep children and young people safe at home
- Children and young people grow up in families and communities that are stable and supportive with strong relationships
- People feel that the importance of their family and culture is recognised, respected and understood
- People are safe from domestic and family violence
- People are physically and emotionally safe in their communities

### Empowerment



- People have a belief in self
- People are in charge of their own lives and feel a sense of choice and control (self-determination)
- Aboriginal people have a voice in community decision-making
- People have hope for the future
- People have capacity to tackle major life challenges
- People have cultural empowerment

### Social and community



- Aboriginal people know who their families are and are able to feel a connection to them
- People live in communities with good conditions and with good access to local facilities and services
- People are connected to supportive relationships
- People feel a sense of connection and belonging to their communities
- People feel a sense of connection and belonging to their culture and identities

### Health



- Mothers have healthy pregnancies and babies have good birth outcomes
- People have a healthy lifestyle and avoid risk taking behaviours that negatively impact their health
- Aboriginal people heal from inter-generational trauma and loss
- People have good physical health
- People have good mental health and social and emotional wellbeing

### Home



- People have stability in their home
- Aboriginal people are able to live on Country or in a community of belonging
- People live in housing with good condition and with good access to local facilities and services
- People are able to live independent from housing support
- Housing is affordable for people
- Housing is appropriate to occupants' needs

**Economic**



- Adults and young people are able to participate in education, training or the labour force
- People have financial literacy and financial management skills
- Adults and young people who are able to work are employed
- Adults and young people who are able to work are in continuous employment
- People have financial security and autonomy

**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

**How can the core client outcomes and indicator set be used?**

The core client outcomes and indicators set will better enable DCJ to identify, measure and commission for client outcomes.



**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 (see Figure 1).



**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 can 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.

## What's next?

### Supporting DCJ staff and partners to use the set

FACS Insights Analysis and Research (FACSIAR) is supporting DCJ staff to understand and use the core client outcome and indicator set. This work includes assisting policy and program staff to use the core set when designing and commissioning programs and services and providing advice to partners across government and the community sector.

### Embedding the outcomes and indicators across evaluations

We are also working with Evaluation teams in DCJ to ensure the core client outcomes are embedded in program evaluations and existing evaluation and program logic guides.

### Developing data to track core client outcomes

Additional work is underway 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) and/or collected from clients and programs.

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

## The DCJ Client Outcome and Indicator Bank

### What is the Client Outcome and Indicator Bank?

The Communities and Justice Client Outcome and Indicator Bank is a catalogue of identified client outcomes and indicators. It is available in word and excel formats. It contains:

- the full list of core client outcomes and indicators
- preliminary analysis of identified data sources, including existing measures and counting rules and information about whether the data may be available for DCJ specific population groups.

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.

### How can the Client Outcome and Indicator Bank be used?

The Client Outcome and 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.

## More Information

Visit our [Core Client Outcomes and Indicators web page](#) to find out more information about how our outcomes and indicators were developed. A more comprehensive overview can also be found in our [long report](#).

To find out more about the Client Outcome and Indicator Bank and how you can use it in your work, please contact FACSIAR: [facsiar@facs.nsw.gov.au](mailto:facsiar@facs.nsw.gov.au)



### Produced by

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