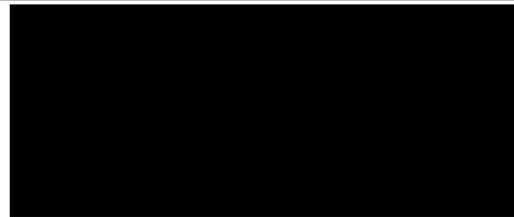


**IN THE MATTER OF THE ROYAL COMMISSION
INTO FAMILY VIOLENCE**

ATTACHMENT 'KP-1' TO STATEMENT OF KYM LEE-ANNE PEAKE

Date of Document: 14 October 2015
Filed on behalf of: State of Victoria
Prepared by:
Victorian Government Solicitor's Office
Level 33
80 Collins Street
Melbourne VIC 3000



This is attachment '**KP-1**' produced and shown to **KYM LEE-ANNE PEAKE** at the time of signing her statement on 14 October 2015.

Attachment KP-1

Outcomes Tracking User Guide

Outcomes Framework

How to track outcomes

March 2015



Contents

Why is the department requesting information on outcomes?	4
What is meant by outcomes?	4
What is the Outcomes Framework?	4
What are we trying to measure?	5
How should workers collect outcomes data?	7
How are outcomes measured and tracked?	7
Why is it important to track outcomes?	8
How will outcomes data be used and reported?	8
Why do some of the outcome questions generated appear unrelated to the clients' needs?	9
Does a client need to answer all the outcomes questions?	9
Mandatory demographic questions	9
Housing	11
Suitable housing.....	11
Stable housing.....	12
Work and meaningful use of time	13
Engagement in labour market	13
Engagement in meaningful activity	13
Learning and development	14
Early childhood development	14
School achievement	15
Post compulsory learning	16
Independent living skills	17
Cultural and social wellbeing	17
Family and relationships.....	17
Sense of place and belonging.....	18
Social involvement.....	19
Health 20	
Mental health.....	20
Physical health	20
Safety 23	
Abuse and neglect	23
Family violence	21
Injury.....	22

Outcomes Tracking User Guide

Safe environment22

Behaviours and risk	24
Alcohol and other drug use.....	24
Sexual risk.....	25
Financial stability.....	26
Gambling	26
Offending.....	27

Why is the department requesting information on outcomes?

The tracking of outcomes being undertaken by the Department of Health and Human Services is to help measure if the services provided are making a lasting difference to people's lives. The information is being requested as part of the testing of the department's integrated model of service delivery.

Traditionally human services have measured inputs, such as the amount of funding provided, and outputs, such as the number of services delivered. The Outcomes Framework is shifting the focus to begin measuring outcomes. The Services Connect test will track and measure outcomes for people who are allocated to Guided or Managed levels of support but not Self Support (*Please see Services Connect operational guideline 10: Definition of the levels of support*). The outcomes framework also supports a move towards system-wide monitoring and evaluation. It allows us to better measure the impact of an integrated model of service delivery.

The objectives of measuring outcomes are to also:

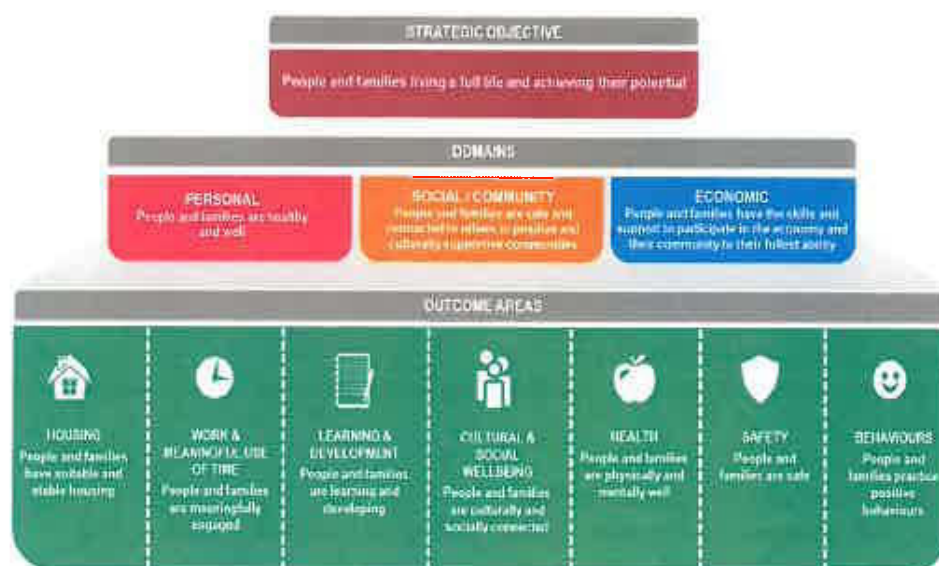
- provide a rigorous evidence base to demonstrate the real value of services provided to clients
- deliver quality data collection that allows the measurement of individual and collective impact.

What is meant by outcomes?

An outcome is the actual change or difference made to a person's life resulting from intervention or services received. Within the Outcomes Framework, outcomes are directly related to key areas of need. While the outcomes cover all aspects of a person's life, only those areas where clients would most like to see change occur, will be tracked.

What is the Outcomes Framework?

The Outcomes Framework provides an approach to help fully understand and measure whether the services being funded and delivered are having a real and lasting impact on people's lives. The Outcomes Framework provides the architecture from which change is to be measured. The framework contains a series of outcome areas which are underpinned by indicators and measures, and have been validated and tested (see Figure 1 below).

Figure 1: The Outcomes Framework

What are we trying to measure?

1. Outcome Area: Housing

Outcome Indicator: Suitable housing

What we are trying to capture: Suitability and appropriateness of housing conditions including overcrowding, living conditions and location.

Outcome Indicator: Stable housing

What we are trying to capture: Stability and affordability of current living arrangements including security of housing tenure.

2. Outcome Area: Work and meaningful use of Time

Outcome Indicator: Engagement in the labour market

What we are trying to capture: Extent of engagement in paid employment.

Outcome Indicator: Engagement in meaningful activity

What we are trying to capture: Outside of paid employment, extent of engagement in meaningful activity that may contribute to a range of economic, social, health and wellbeing outcomes.

3. Outcome Area: Learning and development

Outcome Indicator: Early childhood development

Outcomes Tracking User Guide

What we are trying to capture: Early childhood development and overall wellbeing including indications of future health, development and wellbeing.

Outcome Indicator: School achievement

What we are trying to capture: School achievement and participation including school attendance, learning difficulties and educational stability.

Outcome Indicator: Post compulsory learning

What we are trying to capture: Extent of engagement in learning and achievement outside of the formal primary or secondary school environment.

Outcome Indicator: Independent living skills

What we are trying to capture: Ability to function and live independently and whether additional support is required.

4. Outcome Area: Cultural and social wellbeing

Outcome Indicator: Family and relationships

What we are trying to capture: Extent of quality relationships including family, cultural and social connections.

Outcome Indicator: Sense of place and belonging

What we are trying to capture: Connectedness and belonging to cultural and spiritual communities including engagement in relevant cultural events and activities.

Outcome Indicator: Social involvement

What we are trying to capture: Extent of involvement in social and recreational activities.

5. Outcome Area: Health

Outcome Indicator: Mental health

What we are trying to capture: Mental health and wellbeing including factors that may affect state of mental health.

Outcome Indicator: Physical health

What we are trying to capture: Physical health and wellbeing including factors that may affect state of physical health.

6. Outcome Area: Safety

Outcome Indicator: Abuse and neglect

What we are trying to capture: Existence and extent of abuse and neglect including child and elder abuse, physical, sexual and financial abuse and neglect.

Outcome Indicator: Family violence

What we are trying to capture: Existence and extent of family violence.

Outcome Indicator: Injury

What we are trying to capture: Extent of injury including self harm and physical abuse.

Outcomes Tracking User Guide

Outcome Indicator: Safe environment

What we are trying to capture: Existence of abuse, bullying, violence, coercion or exploitation inside and outside the home.

7. Outcome Area: Behaviours

Outcome Indicator: Alcohol and other drug use

What we are trying to capture: Alcohol and drug consumption including impact and risks of alcohol and drug use.

Outcome Indicator: Sexual risk

What we are trying to capture: Sexual exploitation, sexual assault and abuse including autonomy of decision making and consent.

Outcome Indicator: Financial stability

What we are trying to capture: Level of financial stability and extent of financial security.

Outcome Indicator: Gambling

What we are trying to capture: Extent and impact of gambling.

Outcome Indicator: Offending

What we are trying to capture: Levels and patterns of offending behaviours.

How should workers collect outcomes data?

Some of the outcomes questions are personal and sensitive. Workers will be able to answer most outcomes questions based on information already gathered as part of the needs identification process. Workers should use their professional skills to elicit the information in a conversational manner or seek the information from other reliable sources such as other services, previous orders or assessments. It may be useful to explain that outcomes tracking is part of an integrated model of service delivery and the answers to these questions are crucial to understanding if it is making a meaningful difference to clients' lives.

How are outcomes measured and tracked?

Outcomes tracking begins in the Service Connect Interim Platform (SCIP) once the needs identification has been completed and approved (*Please see Services Connect Operational guideline 9: Needs identification*). Workers chose up to four prioritised needs which will be linked to outcome indicators as shown in the table previously. This does not mean that a person does not have needs in other areas, but the maximum of four chosen indicators are considered to be the most important, for the purposes of tracking. While we know all these outcome areas are important, asking workers to report on every indicator would create unnecessary burden.

The Services Connect Interim Platform generates a set of questions that allows measurement of the chosen outcome indicator(s). Each question has a set of possible responses. The worker should choose the most appropriate answer for each question from the drop down box. Some questions require:

- one response per case (for example, one response per family)
- a response from each client in the case
- a response from specific clients in the case (for example, only from the school aged children).

The complete set of outcome questions is shown from pages 8-28. The set of questions for measuring each outcome indicator are generated twice:

- once in the entry measure stage
- once at closure.

The difference between the entry and closure results allow for the measurement of change or impact for clients. This will help:

- workers to determine how much change has been made to a clients' life as a result of the interventions offered
- to determine the impact of services at a range of levels and scales.

These questions should be completed within two weeks of the team leader's approval of case needs identification. The IT system (SCIP) will not allow the case to progress if there are unanswered questions.

Why is it important to track outcomes?

The information that the department currently gathers doesn't tell us about real change. We need to have a clearer picture of the impact that services have on people's lives. Setting and measuring outcomes for clients will help us better understand the real value that people get from services provided.

International best practice also tells us that it is important to measure outcomes. Countries such as the United Kingdom, Canada and New Zealand that lead the way in terms of integrated service delivery, have all adopted an outcomes approach.

How will outcomes data be used and reported?

Outcome areas represent key areas of disadvantage experienced by individuals and families. Outcomes data will be used to enable the department to:

- measure the impact of change and the extent to which service provided by the department make a difference in people's lives
- determine where services are needed most
- direct investment to where it will have greatest impact
- have a more targeted approach to tackling disadvantage and deprivation.

Measuring outcomes tells us if we have achieved what we want to achieve for clients. The outcomes framework being tested has seven outcome areas. Each outcome area is underpinned by 'indicators' and 'measures' that will allow us to assess if change has occurred for clients and at the wider population level. Some outcome measures are more long term and may not change or are unlikely to change during the course of a service of support.

Outcomes data will be used to draw comparisons between the general population and people who use human services to determine the extent of support needed to make a real difference to people's lives. The data will enable government to be more informed about the extent of disadvantage that people face and thus the level of investment that is needed to tackle the disadvantage.

Outcomes Tracking User Guide

When reporting on outcomes, individual cases will not be reported. Outcomes data will be brought together at program and population levels. This will mean that clients and client data remains anonymous. No personal client information will be reported on as part of outcomes measuring.

Outcomes data will not be used to measure performance or determine the level or amount of support people receive.

Why do some of the outcome questions generated appear unrelated to the clients' needs?

Outcome indicators are generated based on identified clients' needs and should relate to the work to be undertaken with clients.

Each outcome indicator will include a number of related outcome measures. Outcome measures have been grouped together based on linkages and associations. For example, a client may present with alcohol related issues. The outcomes questions generated for alcohol related issues will be grouped under the outcome indicator for 'alcohol and other drug use'. Completing the outcomes questions for this indicator will involve asking the client questions about other drug use as well as alcohol. This will allow for accurate measurement and reporting of the outcome indicator.

Outcome indicators have been validated and tested. To ensure consistency and accuracy in reporting, outcome indicators must be reported on as a whole; we cannot report on part of the outcome indicator.

Does a client need to answer all the outcomes questions?

Clients do not have to disclose information if they do not wish to. However, if clients choose not to disclose information it will be harder to track real change and to determine the overall impact of services delivered.

We have tried to make the process of collecting outcomes data as easy as possible. Outcomes questions only require one option to be selected from a multiple-choice drop-down menu; and will not require clients to give any further detail beyond the options provided.

Outcomes questions relate directly to a corresponding outcome indicator enabling measurement and comparability for diverse populations. Outcomes tracking is a new approach. We are testing this new approach to strengthen how we collect data that is meaningful. It will help to build an evidence base to support the work of the department and community sector.

Mandatory demographic questions

In addition to tracking outcomes, workers will be asking clients a number of separate questions. These questions relate to income, rent, housing tenancy, education and employment.

All clients will be asked these questions regardless of the level of support they receive. The information is not being used to determine level of service or to track outcomes.

Outcomes Tracking User Guide

These questions are being asked to enable the department to have a clearer picture of the range of individuals and families that seek support and assistance. The information being collected will also tell us the extent of disadvantage and vulnerability experienced by users of services. If the department and service providers have information about the full extent of disadvantage we are in a better position to undertake more effective service planning. It will mean that the right services are delivered, in the right places, to the right people.

The department has never collected this information before and the process will be new for many workers. It is important that workers and clients know that the information they provide to us will not be used to determine or inform the type or amount of support they receive. The information is collected at an individual level but will be combined and de-identified before reporting.

The collection of this data is mandatory in order to capture clients' profiles across all casetypes. Clients may refuse to answer these questions and in these cases the worker can choose the answers 'not determined' or 'information not provided' from the drop down box in the Interim Platform. It is intended that these options are used very infrequently as they will result in poor data capture for future service planning.

Housing

This outcome area focuses on people and families having suitable and stable housing. There are two indicators for this outcome area:

1. Suitable housing
2. Stable housing.

Suitable housing

The purpose of this indicator is to determine the suitability, appropriateness and adequacy of current housing arrangements, and the extent to which household members have the space and control of living space and facilities.

There are a range of factors that determine housing suitability, these include: the physical state of the housing arrangements; whether there are enough bedrooms for children and adults living in the house; whether living arrangements are age and gender appropriate; whether the kitchen allows for the preparation of food; length of housing tenure; and the extent to which the cost associated with maintaining the upkeep and expenses of the housing arrangements are appropriate, when matched with household income. Other considerations include; whether household members can access a private bathroom; whether children have space and a suitable environment to do homework; and proximity to public transport to access local services.

Outcome indicator: Suitable housing

Questions for capture: Do you currently have enough bedrooms for your household members?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you live in a rooming house, aged care facility or other congregate living arrangement other than a family home, do you have access to a private bathroom?

Answers: Never/ Sometimes/ Most of the time/ Almost always/ Not applicable for this client

Questions for capture: If there is a person in the house who has additional needs due to health or disability, does your housing have all the required facilities?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Is your housing well located for your needs?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Is your housing more expensive than you can reasonably afford?

Answers: Yes/ No/ Not applicable for this client

Stable housing

The purpose of this indicator is to determine stability and affordability of current living arrangements including security of housing tenure.

Stability of housing has an impact on issues such as; homelessness or likelihood of homelessness as well as financial difficulties. Another consideration is the extent to which people are accessing help and support such as rental assistance schemes, as this will have a direct impact on security of housing tenure.

Outcome indicator: Stable housing

Questions for capture: Are you currently homeless?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you are currently homeless, which of the following best describes your situation? (If more than one is applicable, select the most recent or relevant).

Answers:

Staying with relatives	Staying at a refuge
Staying at a friend's house	Squatting in an abandoned building
Staying in a caravan	Sleeping rough
Staying in a boarding/rooming house or hostel	Living in a severely overcrowded dwelling
Staying in a night/homeless shelter	Not applicable for this client

Questions for capture: Do you have a housing/lease agreement of 12 months or more?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Can you stay in your current housing for as long as you like?

Answers: Yes/ No/ Unsure/ Not applicable for this client

Questions for capture: How many times have you moved in the last 12 months?

Answers: 0/ 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: If you have moved in the last 12 months, in which month was your last move?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: How many weeks of rent do you owe?

Answers: 0/ 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: If you owe one or more weeks of rent, what is your weekly rent?

Answers:

\$1-\$74	\$150-\$174	\$250-\$274
----------	-------------	-------------

Outcomes Tracking User Guide

\$75-\$99	\$175-\$199	\$275-\$299
\$100-\$124	\$200-\$224	\$300 and over
\$125-\$149	\$225-\$249	Not applicable for this client

Work and meaningful use of time

This outcome area focuses on people and families being meaningfully engaged. There are two indicators for this outcome area:

1. Engagement in the labour market
2. Engagement in meaningful activity.

Engagement in labour market

The purpose of this indicator is to determine the extent of engagement in the labour market.

Involvement in the labour market will have a direct impact on quality of life. Security of employment can be an issue. Other considerations include whether people experience barriers to employment and whether they are accessing all available employment pathways. Very often those not participating in employment or other meaningful activity such as education or training, are more likely to experience social and economic disadvantages, poorer physical and mental health or social exclusion (See the learning and development indicator on page 6).

Outcome indicator: Engagement in the labour market

Questions for capture: What is your employment status?

Answers:

Employed full time	Not employed and looking for work
Employed part time	Not employed and not looking for work
Employed on a casual basis	Not in labour force
Employed on a contract basis	Not applicable for this client

Questions for capture: Would you prefer to work more than you currently do?

Answers: Yes/ No/ Not applicable for this client

Engagement in meaningful activity

The purpose of this indicator is to determine the extent of engagement in meaningful activity (excluding paid employment). This indicator is closely related to the labour market measure described above and should be considered in conjunction with it.

The benefits that flow from employment may also be gained from engagement in other forms of activity such as participation in full time education and training or volunteering. It is important that the extent of participation in non-work activity is regular. Engagement in meaningful activity can contribute to a range of economic, social, health and wellbeing outcomes.

Outcome indicator: Engagement in meaningful activity

Questions for capture: Which of the following activities do you regularly engage in? (select all that apply)

Answers:

Education/training	Education/training
Caring (full time/part time)	Caring (full time/part time)
Volunteering	Volunteering
Extra-curricular programs/activities	Extra-curricular programs/activities
	Work experience
	Not applicable for this client

Learning and development

This outcome area focuses on the learning and development of people and families. There are four indicators for this outcome area:

1. Early childhood development
2. School achievement
3. Post compulsory learning
4. Independent living skills.

Early childhood development

The purpose of this indicator is to measure early childhood development among children. Indicators of early childhood development are predictors of long term life outcomes in terms of both health and wellbeing.

Access to high quality early childhood education and care, the development of language, and early identification of emotional or behavioural issues are well known indicators of early childhood development and future health, development and overall wellbeing. Considerations include: whether the extent of involvement in early childhood education is regular and meaningful; and whether children are actively involved when people read to them.

Outcome indicator: Early childhood development

Questions for capture: How many times per week are the children in the household read to?

Answers: 0/1/ 2/ 3/ 4/ 5/ 6/ 7/8/9/10/ Not applicable for this client

Questions for capture: Does the young person attend a government approved early childhood education and care service?

Answers: Yes/ No/ Not applicable for this client

School achievement

The purpose of this indicator is to assess school achievement of children and young people. Education achievement is an indicator of current wellbeing but is also an important factor for future life chances.

It is not enough to consider and measure attendance and participation in school – what is important is consideration and measurement of actual achievement. This is one outcome that helps predict employment outcomes later in life. The ability to read, write and perform mathematics is essential in day to day life and for educational opportunities and employment.

Outcome indicator: School achievement

Questions for capture: Is the young person currently enrolled in school, including Vocational Education and Training (VET)?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If the young person is currently enrolled in school (including VET), how many days per week does he/she attend?

Answers:

Less than 2 days

Full time

At least 2 days

Not at all

At least 3 days

Not applicable for this client

At least 4 days

Questions for capture: During the previous four weeks of school, how many days has the young person been absent for any reason?

Answers: 0/ 1/ 2/ 3/ 4/ 5/ 5+/ Not applicable for this client

Questions for capture: Has the young person had difficulty progressing from one school year to another in the last 12 months?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: How many reports have been unsatisfactory over the last 12 months?

Answers: 0/ 1/ 2/ 3/ 4/ Not applicable for this client

Questions for capture: Has the young person's school contacted you with concerns about their performance or behaviour in the last 12 months?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Has the young person been excluded from school in the last 12 months?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If the young person has been excluded from school in the last 12 months, how many times has this occurred?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If the young person has been excluded from school in the last 12 months, in which month did this last occur?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: How many schools has the young person attended in the last 12 months?

Answers: 0/ 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: If the young person has attended more than one school in the last 12 months, in which month was the last move?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Post compulsory learning

The purpose of this indicator is to **assess** post compulsory learning. Higher educational attainment and training increase employability and reduce poverty in the context of a knowledge based economy.

Post compulsory learning applies to both formal post-compulsory education (such as tertiary education) and non-school qualifications (such as apprenticeships) – both these learning opportunities give people additional skills and qualifications beneficial to their life chances. Providing supports that contribute to people achieving more and better skills and competencies allows them greater opportunities for future success.

Outcome indicator: Post compulsory learning

Questions for capture: Are you currently enrolled in any educational activities other than primary or secondary school?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Have you completed a subject or module in any of the following: TAFE/vocational education institution, adult community education centre, business college, professional association, industry association, university or other tertiary institution?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you have completed at least one subject or module in any of the above institutions, how many subjects or modules have you completed?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Independent living skills

The purpose of this indicator is to measure the extent to which people's independent living skills meet their needs. Independent living skills are important as they provide people with foundation skills required to manage their lives and increase their participation in society.

Independent living skills are essential for daily living and can impact on quality of life. It is important to determine the extent to which a person can perform all necessary tasks required for daily living. Consideration include: whether they need help and support to develop independent living skills in areas such as social skills, budgeting and managing money, personal care, cooking and housekeeping.

Outcome indicator: Independent living skills

Questions for capture:

Are you able to take care of and manage your house (e.g. wash clothes, clean)?

Are you able to shop for food and prepare healthy meals?

Are you able to make and keep appointments (e.g. doctor, hairdresser)?

Are you able to fill in forms (e.g. applications for housing, Medicare, bank account, Centrelink etc.)

Are you able to read and understand information in letters, bills and contracts (e.g. telephone, gas, electricity)?

Do you understand the set up and running costs of housing?

Do you understand and know how to manage contracts and bills (e.g. mobile phone, credit cards)?

Do you understand the good and bad points about buying on credit?

Are you able to set up and follow a budget?

Do you have basic financial skills (e.g. counting change, using an ATM)?

Can you advocate for yourself or access advocacy support?

Answers for each of the above questions: Yes / Learning to do/ Not learning to do/ Not applicable for this client

Cultural and social wellbeing

This outcome area focuses on people and families being culturally and socially connected. There are three indicators for this outcome area:

1. Family and relationships
2. Sense of place and belonging
3. Social involvement.

Family and relationships

The purpose of this indicator is to measure the quality of relationships that people have with their family and friends. Close personal networks (e.g. family, friends, and neighbours) provide people with support for dealing with everyday life, taking on challenges, developing new skills and exploring new roles and experiences.

Family relationships are the most important social relationships in the lives of most people, especially children and young people, and have a direct influence on development of strong social skills, resilience, self-esteem and on social and emotional wellbeing. Friendships outside

Outcomes Tracking User Guide

the family also provide a sense of belonging and companionship for people. Unhealthy relationships, such as those involving conflict or social stress, are known to adversely affect the wellbeing of children, young people, families and communities.

Outcome indicator: Family and relationships

Questions for capture: Do you have a strong relationship with someone you live with?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Do you have regular contact with family or friends outside your home?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you have regular contact with family or friends outside your home, how many times per week on average does this contact occur?

Answers: Less than once/ 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: Do your parents/carers spend time 'just talking' to you?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If your parents/carers spend time 'just talking' to you, how many times per week does this happen?

Answers: Less than once/ 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Sense of place and belonging

The purpose of this indicator is to measure the sense of place and belonging that people experience. Feeling a part of the local community is an important enabler for developing a sense of belonging and permanency.

Connectedness and belonging is important for wellbeing. For Aboriginal people this indicator has particular significance, with connectedness to family, land, identity, and culture all identified as being central to the development of resilience and strong positive social networks and relationships. Developing positive and supportive relationships within culturally and linguistically diverse (CALD) communities is also an important affirmation of cultural identity and wellbeing.

Outcome indicator: Sense of place and belonging

Questions for capture: In the last three months have you participated in any of the following: Local indigenous network, registered Aboriginal parties, National Aboriginal and Islander Day Observance Committee activities, Aboriginal youth forums or sport and recreation events, reconciliation events or services provided by Aboriginal Community Controlled Organisations?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you have participated in any of the above listed activities in the last three months, how many times has this happened?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: Do you have regular contact with other Aboriginal children/young people?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you have regular contact with other Aboriginal children/young people, how many times per week?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: Do you have regular contact with other children/young people from your community/culture of origin?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you have regular contact with other children/young people from your community/culture of origin, how many times per week?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: Do you attend events relevant to your culture or community?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: If you attend events relevant to your community or culture, how many times per month?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Social involvement

The purpose of this indicator is to measure the extent to which people are socially involved in the community around them. Access to a fulfilling social life is important for everyone regardless of their circumstances and life stage.

Involvement in regular recreational and social activities helps improve quality of life, builds positive feelings and reduces isolation which is important in building resilience, needed to cope with day to day living. Having strong social networks not only provides emotional support that is helpful in difficult times but also expands opportunities for accessing employment and other material supports.

Outcome indicator: Social involvement

Questions for capture: Do you participate in: social and recreational activities or social and community networking activities?

Answers: Yes/ No/ Not applicable for this client

Health

This outcome area focuses on the physical and mental health of people and families. There are two indicators suggested for this outcome area:

1. Mental health
2. Physical health.

Mental health

The purpose of this indicator is to measure the mental health and wellbeing of people. The World Health Organisation (WHO) defines being mentally healthy as a state of wellbeing in which the individual realises his or her abilities, can cope with the normal stresses of life, work productively and fruitfully, and is able to make a contribution to his or her community.

There are a range of factors that affect mental health. Mental health is an essential part of personal wellbeing and strongly influences family relationships and the ability to contribute to and participate in society. Mental health also significantly influences life expectancy, employment status and financial position. Consequently poor mental illness is associated with health, social and economic costs for individuals and for the community more broadly.

Outcome indicator: Mental Health

Questions for capture: Have you deliberately hurt yourself in the past six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: Have you attempted to hurt yourself in the past six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: What is the Kessler 10 score (K10)? The Kessler 10 assesses levels of anxiety and depression to provide a measure of psychological distress.

Answers: Enter score:

Not applicable for this client

Questions for capture: What is the Strengths and Difficulties (SDQ) score? The Strengths and Difficulties questionnaire is a behavioural screening questionnaire for children and young people aged 3-16 years old.

Answers: Enter score:

Not applicable for this client

Physical health

The purpose of this indicator is to measure the physical health and wellbeing of people. Physical health influences numerous aspects of people's lives and provides a basis for life outcomes.

There are numerous factors (individual, family, social, economic, neighbourhood, environmental and political) that affect the achievement of good physical health.

Outcomes Tracking User Guide

Outcome indicator: Physical Health

Questions for capture: Was child born with low birth weight?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Has child been to all scheduled maternal and child health appointments?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Does child have up to date immunisations?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: What sort of physical activity do you regularly engage in?

Answers:

Vigorous

None (sedentary)

Moderate

Not applicable for this client

Light

Questions for capture: If you regularly engage in physical activity, how many minutes per day would this last?

Answers:

Up to 15 minutes per day

Over 60 minutes per day

Up to 30 minutes per day

Not applicable for this client

Up to 45 minutes per day

Up to 60 minutes per day

Questions for capture: If you regularly engage in physical activity, how many days per week would you undertake this level of physical activity?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Not applicable for this client

Questions for capture: How many serves of fruit do you consume per day?

Answers: 0/ 1/ 2 or more/ Not applicable for this client

Questions for capture: How many days per week would you consume this amount?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Not applicable for this client

Questions for capture: How many serves of vegetables would you consume per day?

Answers: 0/ 1/ 2/ 3/ 4/ 5 or more/ Not applicable for this client

Questions for capture: How many days per week would you consume this amount?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Not applicable for this client

Questions for capture: Do you miss meals because you have run out of food and cannot afford to buy more?

Answers: Yes/ No/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If you miss meals because you have run out of food and cannot afford to buy more, how often does this happen?

Answers:

At least daily

At least monthly

At least weekly

Not applicable for this client

Safety

This outcome area focuses on the safety of people and families. There are four indicators for this outcome area:

1. Abuse and neglect
2. Family violence
3. Injury
4. Safe environment.

Abuse and neglect

The purpose of this indicator is to determine the extent to which abuse and neglect are impacting on the lives of people.

The experience of abuse and neglect is typically associated with vulnerability and relationships defined by an unhealthy power imbalance, mistreatment and breaches of trust. Vulnerable populations can include the elderly, people with disabilities, and women in abusive relationships, and can include a wide spectrum of violence and abuse. Children and young people who are exposed to unsafe and abusive environments are at risk of a range of short and long term negative consequences. Child maltreatment takes many forms including neglect, physical violence, emotional or psychological abuse, and sexual abuse. There are many factors known to contribute to child neglect or abuse. These include history of family violence, poor parental mental health and parental history of being neglected and abused.

Outcome indicator: Abuse and neglect

Questions for capture: Has there been a child abuse substantiation in the last 3 months?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: Has there been a child abuse re-substantiation in the last 3 months?

Answers: Yes/ No/ Not applicable for this client

Questions for capture: In the last six months, has anyone done anything to you, physically or sexually, that you didn't want them to do?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: In the last six months, has anyone you know or trust misused or mismanaged your property or financial resources?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: In the last six months, have you felt stressed or afraid because of the actions or threats of another person?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: In the last six months, has someone that you know or trust stopped you from having contact with other people?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: In the last six months, has your carer, or someone responsible for your care, failed to make sure you are provided with essential things like adequate food, shelter, clothing, medical or dental care?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Family violence

The purpose of this indicator is to determine the extent to which the experience of family violence is impacting on the lives of people. Family violence is a leading cause of homelessness, poverty, preventable death, disability and illness for women.

Family violence can encompass a range of different forms. A key feature of family violence is the behaviour associated with the exercising of power and control over people. This can manifest in a range of different behaviours and forms of violence and abuse that include physical, sexual, emotional or psychological, economic abuse and stalking. Exposure to family violence is also widely recognised as a form of child abuse. Family violence is a complex social and economic problem.

Outcome indicator: Family violence

Questions for capture: Has a family violence order been breached in the last 6 months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If a family violence order has been breached in the last 6 months, in which month did this occur?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: In the last six months, did anyone use physical force or violence against you?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: In the last six months, did anyone use or threaten physical force or violence against you?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Injury

The purpose of this indicator is to determine the extent to which injury is impacting on people's lives.

Dealing with injury can be difficult and is often impacted by personal, socio-economic and environmental factors. Serious injury can have a major impact on a person's life, potentially lasting a lifetime. The most common injuries are those associated with falls, poisoning and road accidents with the causes varying according to age (for example poisoning is most prominent in toddlers, falls in school-age children and older people, and road accidents in young people and adults). Personal choice and decision making around lifestyle, risk, and behaviour play a significant part in injury prevention.

Outcome indicator: Injury

Questions for capture: Have you had an injury requiring medical attention in the last six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have had an injury requiring medical attention in the last six months, how many have you had?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Safe environment

The purpose of this indicator is to measure the extent to which people feel safe in their community. Personal relationships and environments that are underpinned by trust and perceptions of safety will foster greater wellbeing and community participation.

The degree to which we feel safe is subjective; it is shaped by the experience of personal relationships and different environments in which people engage with each other. The experience of violence (actual or threatened) will affect trust and reduce likelihood of community participation. Increasingly, the online environment is providing more platforms where people engage with each other. This is especially the case for children and young people. The online environment can provide both opportunities and risks. Very often children and young people are unaware of the extent of risk and how to recognise and effectively deal with online risk.

Outcome indicator: Safe environment

Questions for capture: In the last 12 months, did anyone, including people you know, use physical force or violence against you?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: In the last 12 months, did anyone, including people you know, try or threaten to use physical force or violence against you?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: Do you feel safe at home?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Outcomes Tracking User Guide

Questions for capture: Do you feel safe at work?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: Do you feel safe at school?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: Do you feel safe when using the internet?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: Have you experienced the following in the last 12 months: Bullying or harassment by friends or acquaintances; bullying or harassment by strangers; unwanted sexual approaches in chat rooms, social networking sites or on email; accidentally coming across sexual images or content; being sent unwanted sexual images or content; someone using your photos in an inappropriate way; someone taking unwanted photos of you and circulating them; threats in the place where you access the internet?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Behaviours and risk

This outcome area focuses on behaviours and risks. There are five indicators for this outcome area:

1. Alcohol and other drug use
2. Sexual risk
3. Financial stability
4. Gambling
5. Offending.

Alcohol and other drug use

The purpose of this indicator is to measure the impact of alcohol and other drug use on people's lives. Substance use is among the top 20 risk factors for death and disability worldwide.

The risks associated with alcohol, tobacco and other drug use fall on a continuum from lower to higher risks. Higher risk substance use is associated with dependence. Substance misuse can lead to increased risks of social, financial, legal and relationship problems.

Outcome indicator: Alcohol and other drug use

Questions for capture: What is the alcohol use disorders identification test (AUDIT) score?

Answers: Enter score:

Not applicable for this client

Questions for capture: Do you regularly consume drinks containing alcohol?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you regularly consume drinks containing alcohol, how many drinks do you have per day?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If you regularly consume drinks containing alcohol, how many days per week?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Prefer not to say/ Not applicable for this client

Questions for capture: What is the drug use disorders identification test (DUDIT) score?

Answers: Enter score:
Not applicable for this client

Questions for capture: Do you regularly use illicit drugs?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you regularly use illicit drugs, how many times per day?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: If you regularly use illicit drugs, how many days per week?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Prefer not to say/ Not applicable for this client

Questions for capture: Do you regularly misuse prescription drugs? (This is defined as the use of prescription medication for a purpose other than the reason it was prescribed or when a person takes medication that was not prescribed to him or her.)

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you regularly misuse prescription drugs, how many times per day?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Not applicable for this client

Questions for capture: If you regularly misuse prescription drugs, how many days per week do you do this?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ Prefer not to say/ Not applicable for this client

Sexual risk

The purpose of this indicator is to determine levels of sexual risk.

An individual's sexual health and wellbeing, including their ability to make decisions regarding their sexual life, is influenced by a range of factors including gender, sexual orientation, marital status, physical, psychological, cognitive, socio-cultural, religious, legal and economic factors. Some sexual behaviours are likely to increase an individual's risk of sexual ill health, including risk of sexually transmitted infections, unplanned or unwanted pregnancy, unsafe abortion, infertility, gender-based violence, sexual dysfunction and discrimination. These consequences are significant. Development of appropriate sexual competence- that is, a person's level of awareness, knowledge and willingness to demonstrate responsibility during sexual practices (e.g. protection during sexual activity, no regret, autonomy of decision-making and consensuality) is important for everyone. Sexual exploitation is becoming more prominent. Regardless of personal behaviour and individual circumstances, all people have the right to be free from any form of sexual exploitation.

Outcome indicator: Sexual risk

Questions for capture: Have you felt taken advantage of sexually in the past 12 months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If you have felt taken advantage of sexually in the past 12 months, how many times has this happened?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Questions for capture: Have you had regret following a sexual experience in the past 12 months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have had regret following a sexual experience in the past 12 months, how many times has this happened?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Questions for capture: In the past 12 months have you had a sexual experience involving the financial benefit of yourself or someone else?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have had a sexual experience involving the financial benefit of yourself or someone else in the last 12 months, how many times?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Financial stability

The purpose of this indicator is to determine the level of financial stability experienced by people accessing Services Connect. Financial stability is important for ensuring that individuals and families can purchase the necessary goods and services needed for everyday living.

When financial problems occur, often people face difficulties paying for basic goods and services such as food, heating for the home, electricity, gas, telephone bills or transport costs. This can have significant negative impacts on individuals and families. It is important to assist people to develop the skills to manage their finances and to connect with services that help address financial instability.

Outcome indicator: Financial stability

Questions for capture: What is your weekly personal income?

Answers:

\$1-199

\$500-599

\$200-299

\$600+

\$300-399

Prefer not to say

\$400-499

Not applicable for this client

Questions for capture: Have there been times when you have been unable to afford to: purchase food or meals; heat your home; pay an electricity, water or gas bill; pay a phone bill; or pay rent?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Gambling

The purpose of this indicator is to determine the impact of gambling on people's lives. Problem gambling is a significant risk to household financial stability.

Outcomes Tracking User Guide

Gambling can also lead to mental and physical health difficulties increasing the likelihood of having problems with alcohol, difficulty in maintaining employment and stable housing (which further contributes to financial instability), and an increased risk of relationship breakdown. Problem gambling can be hard to detect. It is important to try and determine the extent of the problem as early as possible to help people understand the impact of the consequences associated with gambling.

Outcome indicator: Gambling

Questions for capture: Thinking about the last 12 months, have you bet/gambled more than you could really afford to lose?

Questions for capture: Thinking about the last 12 months, have you needed to gamble with larger amounts of money to get the same feeling of excitement?

Questions for capture: When you gambled, did you go back another day to try and win back the money you lost?

Questions for capture: Have you borrowed money, or sold anything, to get money to gamble?

Questions for capture: Have you felt that you might have a problem with gambling?

Questions for capture: Has gambling caused you any health problems, including stress or anxiety?

Questions for capture: Have people criticised your betting, or told you that you had a gambling problem, regardless of whether you thought it was true?

Questions for capture: Has gambling caused any financial problems for you or your household?

Questions for capture: Have you felt guilty about the way you gamble or what happens when you gamble?

Answers for each of the above questions:

Never

Almost always

Sometimes

Not applicable for this client

Most of the time

Offending

The purpose of this indicator is to determine the levels and patterns of offending behaviour. The negative effects of offending on the victim of the crime, the offender, their families, and the wider community are significant. The costs associated with offending include: medical and other treatment, costs due to loss of ability to work in a paid or unpaid capacity, costs associated with property losses, and the personal impact such as fear, pain, suffering and loss of quality of life.

Outcome indicator: Offending

Questions for capture: Have you been charged with a criminal offence in the last six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have been charged with a criminal offence in the last six months, how many times?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If you have been charged with a criminal offence in the last six months, in which month did this last occur?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: Have you breached a court order in the last six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have breached a court order in the last six months, how many times?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have breached a court order in the last six months, in which month did this last occur?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: Have you re-offended in the last six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have re-offended in the last six months, how many times?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have re-offended in the last six months, in which month did this last occur?

Answers:

January	June	November
February	July	December
March	August	Not applicable for this client
April	September	
May	October	

Questions for capture: Have you received a community based order in the last six months?

Answers: Yes/ No/ Prefer not to say/ Not applicable for this client

Questions for capture: If you have received a community based order in the last six months, how many have you received?

Answers: 1/ 2/ 3/ 4/ 5/ 6/ 7/ 8/ 9/ 10+/ Prefer not to say/ Not applicable for this client

Outcomes Tracking User Guide

Questions for capture: If you have received a community based order in the last six months, in which month did this last occur?

Answers:

January

June

November

February

July

December

March

August

Not applicable for this client

April

September

May

October

Outcomes Tracking User Guide