

# A Shared Outcome Framework for the Homelessness Sector

# Indicator Data Dictionary

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Centre for Social Impact



**CENTRE**  
*for* **SOCIAL**  
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## INTRODUCTION

This Indicator Data Dictionary provides information about prioritised outcome indicators for the NSW homelessness sector. It makes reference to population data collections for these indicators that can be used for comparison with service or sector data.

The indicators in the Dictionary are organised by domain (e.g. economic, health, home, etc), with information about each indicator set out in tables. The example below explains how the tables are laid out.

### DOMAIN: HOME

<b>Outcome</b>	Access to appropriate and affordable housing
<b>Indicator</b>	% of clients whose housing costs exceed 30 percent of their income
<b>Measure</b>	<p><i>ABS Survey of Income and Housing (SIH)</i></p> <p>Calculated using annual income and housing costs</p> <ul style="list-style-type: none"> <li>• Annual income</li> <li>• Housing expenditure</li> </ul>
<b>Definition</b>	<p>Numerator: Number of clients whose housing costs exceed 30 percent of their income</p> <p>Denominator: Number of clients</p>
<b>Reference data source</b>	ABS Survey of Income and Housing (SIH), CURF
<b>Further information</b>	<p>For more information see Rowley, S. and Ong, R. (2012) Housing affordability, housing stress and household wellbeing in Australia, AHURI Final Report No.192.</p> <p>Melbourne: Australian Housing and Urban Research Institute.</p>

**Outcome** for clients resulting from their contact with homelessness services

Prioritised **indicator** for the homelessness sector that is a measure of the outcome

The question or tools used in a population survey to collect and **measure** data for this indicator. For best comparison or benchmarking of service data to population data, use the exact wording of the question, where given.

Explanation of how the indicator is **defined** when using this specific data collection tool

**Reference source** where population data has been collected for this outcome

A publication or URL for **further information** about this outcome indicator

## DOMAIN: ECONOMIC

<b>Outcome</b>	Access to employment
<b>Indicator</b>	% of clients who are employed
<b>Measure</b>	<p><i>Sax Institute 45 and Up Study Questionnaire</i></p> <p>What is your current work status?</p> <ul style="list-style-type: none"> <li>• in full time paid</li> <li>• work self-employed</li> <li>• in part time paid work</li> <li>• doing unpaid work</li> <li>• completely retired/pensioner</li> <li>• studying</li> <li>• partially retired looking after home/family</li> <li>• disabled/sick</li> <li>• unemployed</li> <li>• other</li> </ul>
<b>Definition</b>	<p>Numerator: Number of clients aged 18 years and older who are employed.</p> <p>Denominator: Number of clients in the labour force</p>
<b>Reference sources</b>	<p>Sax Institute 45 and Up Study Questionnaire</p> <p>Household, Income and Labour Dynamics in Australia (HILDA)</p>
<b>Further information</b>	<p>For more information on the measures and questions used to construct the access to employment indicator, please visit</p> <p><a href="https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=esbrd">https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=esbrd</a></p>

<b>Outcome</b>	Material resources
<b>Indicator</b>	% of clients who have experienced a shortage of money and subsequently could not pay mortgage or rent
<b>Measure</b>	<p><i>HILDA</i></p> <p>Since [Date] did any of the following happen to you because of a shortage of money</p> <p>b) Could not pay the mortgage or rent on time [ Yes / No]</p>
<b>Definition</b>	<p>Numerator: Number of clients who could not pay the mortgage or rent on time</p> <p>Denominator: Number of clients</p>
<b>Reference data source</b>	HILDA
<b>Further information</b>	<p>For more information on the variable see</p> <p><a href="https://www.online.fbe.unimelb.edu.au/HILDAodd/VariableDetails.aspx?varn=fiprbmr&amp;&amp;varw=16">https://www.online.fbe.unimelb.edu.au/HILDAodd/VariableDetails.aspx?varn=fiprbmr&amp;&amp;varw=16</a></p>

<b>Outcome</b>	Financial position
<b>Indicator</b>	% of clients with income below the poverty line
<b>Measure</b>	<p><i>Sax Institute 45 and Up Study Questionnaire</i></p> <p>What is your usual yearly HOUSEHOLD income before tax, from all sources? (please include benefits, pensions, superannuation, etc)</p> <ul style="list-style-type: none"> <li>• less than \$5,000 per year</li> <li>• \$30,000-\$39,999 per year</li> <li>• \$5,000-\$9,999 per year</li> <li>• \$40,000-\$49,999 per year</li> <li>• \$10,000-\$19,999 per year</li> <li>• \$50,000-\$69,999 per year</li> <li>• \$20,000-\$29,999 per year</li> <li>• \$70,000 or more per year</li> <li>• I would rather not answer this question</li> </ul>
<b>Definition</b>	Percentage of persons in low income, under the 50% poverty line (where income is calculated using financial year positive and negative equivalized household disposable income)
<b>Reference data source</b>	<p>Sax Institute 45 and Up Study Questionnaire</p> <p>Survey of Income and Housing ABS</p> <p>HILDA</p>
<b>Further information</b>	For more information see <a href="http://melbourneinstitute.unimelb.edu.au/research-programs/labour-economics-and-social-policy/henderson-poverty-line">http://melbourneinstitute.unimelb.edu.au/research-programs/labour-economics-and-social-policy/henderson-poverty-line</a>

## DOMAIN: EDUCATION AND SKILLS

<b>Outcome</b>	Participation in education
<b>Indicator</b>	Level of engagement at school by clients who are students
<b>Measure</b>	<p><i>Student School Engagement Measure (SSEM)</i></p> <ol style="list-style-type: none"> <li>1. My family knows how I am doing in school</li> <li>2. I like most of my teachers</li> <li>3. If I do not know what something means, I do something to figure it out</li> <li>4. I study at home</li> <li>5. I plan to pursue more education after high school</li> <li>6. There is someone in my family who helps me when I have trouble completing my homework</li> <li>7. Most days, I look forward to going to school.</li> <li>8. I pay attention to my teachers.</li> <li>9. When I am doing school work, I make sure I understand what I am learning</li> <li>10. I look for more information about things we are learning in school</li> <li>11. My school work is important</li> <li>12. Being successful in school will help me in the future</li> <li>13. I am proud to be a student at this school</li> <li>14. When learning new things, I try to connect them to things I already know</li> <li>15. When I have an assignment due, I keep working until it is finished</li> <li>16. Getting good grades is important to me.</li> <li>17. It is important to me to be successful in a job.</li> <li>18. I talk to my family about problems I have at school</li> <li>19. There is a lot I can learn from my teachers</li> <li>20. Teachers help me to be successful at school</li> <li>21. I know how to study for tests.</li> <li>22. I feel like a part of my school</li> </ol>
<b>Definition</b>	Scoring and benchmarks will need to be defined.
<b>Reference data source</b>	No existing population data source
<b>Further information</b>	Hazel, C. E., G. E. Vazirabadi & J. Gallagher (2013) 'Measuring aspirations, belonging, and productivity in secondary students: validation of the Student School Engagement Measure', <i>Psychology in the Schools</i> , 50(7): 689-704.

<b>Outcome</b>	Participation in education
<b>Indicator</b>	% of children of clients enrolled in preschool, infant, primary, secondary, non-school further education, or tertiary school
<b>Measure</b>	<p><i>ABS Census</i></p> <p>Q1: Is the person attending a school or any other educational institution?</p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes, full-time student</li> <li>• Yes, part-time student</li> </ul> <p>Q2: What type of educational institution is the person attending?</p> <ul style="list-style-type: none"> <li>• Preschool</li> <li>• Infants/Primary School - Government</li> <li>• Infants/Primary School - Catholic</li> <li>• Infants/Primary School - Other Non-Government</li> <li>• Secondary school - Government</li> <li>• Secondary school - Catholic</li> <li>• Secondary school - Other Non-Government</li> <li>• Tertiary institution - Technical or further educational institution (including TAFE Colleges)</li> <li>• Tertiary institution - University or other higher educational institution</li> <li>• Other educational institution</li> </ul>
<b>Definition</b>	<p>Numerator: number of children of clients enrolled in preschool, infant, primary, secondary, non-school further education, or tertiary school</p> <p>Denominator: total number of clients of children</p>
<b>Reference data source</b>	ABS Census
<b>Further information</b>	For more information see <a href="http://www.abs.gov.au/ausstats/abs@.nsf/mf/4240.0">http://www.abs.gov.au/ausstats/abs@.nsf/mf/4240.0</a>

## DOMAIN: EMPOWERMENT

<b>Outcome</b>	Client goal setting
<b>Indicator</b>	% of clients who agree that the goals set are aligned with their aspirations and that they have participated in setting them
<b>Measure</b>	<p><i>Client-centeredness of Goal Setting Scale</i></p> <ol style="list-style-type: none"> <li>1. The goals are what I want to work on</li> <li>2. The goals are what my friend/relative wants me to work on</li> <li>3. The goals are what my therapist wants me to work on</li> <li>4. Significant people in my life (i.e. family, friends) were involved in planning the goals as much as I wanted them to be</li> <li>5. The therapist encouraged me to participated in setting the goals</li> <li>6. I was an active participant in the goal setting</li> <li>7. My views and opinions about the goals were listened to</li> <li>8. I felt like a partner in the goal setting process (along with the other people involved in my goal-setting session(s))</li> <li>9. I made the final decision about which goals were set</li> <li>10. The goal is meaningful and important to me as it relates to who I am and my future</li> <li>11. The goal is relevant to my everyday life as it relates to what I want to do at home, work or in the community</li> <li>12. The goal is what I am motivated to work on</li> <li>13. The goal is my own goal</li> </ol>
<b>Definition</b>	Scoring to be defined.
<b>Reference data source</b>	N/A
<b>Further information</b>	Doig, E., S. Prescott, J. Fleming, P. Cornwell & P. Kuipers (2015) 'Development and construct validation of the Client-Centredness of Goal Setting (C-COGS) scale', <i>Scandinavian Journal of Occupational Therapy</i> , 22(4): 302-310



<b>Outcome</b>	Self-determination
<b>Indicator</b>	% of clients who feel empowered to make or keep themselves safe
<b>Measure</b>	<p><i>Measure of Victim Empowerment Related to Safety (MOVERS)</i></p> <ol style="list-style-type: none"> <li>1. I can cope with whatever challenges come at me as I work to keep safe. [Internal tools]</li> <li>2. I have to give up too much to keep safe. [Trade-offs]</li> <li>3. I know what to do in response to threats to my safety. [Internal tools]</li> <li>4. I have a good idea about what kinds of support for safety that I can get from people in my community (friends, family, neighbours, people in my faith community, etc.). [Expectations of support]</li> <li>5. I know what my next steps are on the path to keeping safe. [Internal tools]</li> <li>6. Working to keep safe creates (or will create) new problems for me. [Trade-offs]</li> <li>7. When something doesn't work to keep safe, I can try something else. [Internal tools]</li> <li>8. I feel comfortable asking for help to keep safe. [Expectations of support]</li> <li>9. When I think about keeping safe, I have a clear sense of my goals for the next few years. [Internal tools]</li> <li>10. Working to keep safe creates (or will create) new problems for people I care about. [Trade-offs]</li> <li>11. I feel confident in the decisions I make to keep safe. [Internal tools]</li> <li>12. I have a good idea about what kinds of support for safety I can get from community programs and services. [Expectations of support]</li> <li>13. Community programs and services provide support I need to keep safe. [Expectations of support]</li> </ol>
<b>Definition</b>	<p>Scale 0-4: 0 = never true, sometimes true, half the time true, mostly true, 4= always true</p> <p>Items in trade-offs subscale must be reverse coded.</p> <p>Scoring procedure to be determined.</p>
<b>Reference data source</b>	N/A
<b>Further information</b>	<p>Goodman, L. A., K. A. Thomas &amp; D. Heimel (2015) A guide for using the Measure of Victim Empowerment Related to Safety (MOVERS), available at: <a href="http://dvidenceproject.org/evaluation-tools">dvidenceproject.org/evaluation-tools</a>;</p> <p><a href="https://www.dvidenceproject.org/wp-content/uploads/MOVERS_v6-Goodman-20153.pdf">https://www.dvidenceproject.org/wp-content/uploads/MOVERS_v6-Goodman-20153.pdf</a></p>

<b>Outcome</b>	Self-determination
<b>Indicator</b>	% of clients who see themselves as being in control of the forces that importantly affect their lives
<b>Measure</b>	<p><i>Pearlin Mastery Scale</i></p> <p>How well does this statement apply to you?</p> <ol style="list-style-type: none"> <li>1. I have little control over the things that happen to me</li> <li>2. There is really no way I can solve some of the problems I have</li> <li>3. There is little I can do to change many of the important things in my life</li> <li>4. I often feel helpless in dealing with the problems of life</li> <li>5. Sometimes I feel that I'm being pushed around in life</li> <li>6. What happens to me in the future mostly depends on me</li> <li>7. I can do just about anything I really set my mind to do.</li> </ol> <p>Scoring for items 4 and 6:</p> <ul style="list-style-type: none"> <li>• strongly agree=4</li> <li>• agree=3</li> <li>• disagree=2</li> <li>• strongly disagree=1</li> <li>• Scoring for items 1, 2, 3, 5, 7 is reversed so that higher scores represent greater mastery.</li> <li>• Scores of 10 items were summed. Total score could range from 7 to 28 points. If one item is missing, the scale score is coded as missing.</li> </ul>
<b>Definition</b>	The indicator benchmark is yet to be defined. Higher score indicators greater levels of mastery.
<b>Reference data source</b>	N/A
<b>Further information</b>	<a href="https://www.hsph.harvard.edu/health-happiness/pearlin-mastery-scale/">https://www.hsph.harvard.edu/health-happiness/pearlin-mastery-scale/</a>

## DOMAIN: HEALTH

<b>Outcome</b>	Positive growth from trauma
<b>Indicator</b>	Average client score for the degree to which they feel they've increased their personal strength as a result of as a result of support for trauma
<b>Measure</b>	<p><i>The Posttraumatic Growth Inventory: Measuring the Positive Legacy of Trauma</i></p> <p>Degree to which people feel they've increased their personal strength as a result of trauma</p> <ul style="list-style-type: none"> <li>• A feeling of self-reliance</li> <li>• Knowing I can handle difficulties</li> <li>• Being able to accept the way things work out</li> <li>• I discovered that I'm stronger than I thought I was</li> </ul>
<b>Definition</b>	Mean score of four items on a six-point Likert scale from "I did not experience this change as a result of my crisis" to "I experienced this change to a very great degree as a result of my crisis"
<b>Reference data source</b>	N/A
<b>Further information</b>	Tedeschi, R.G. and Calhoun, L.G. (1996). The Posttraumatic Growth Inventory: Measuring the Positive Legacy of Trauma. <i>Journal of Traumatic Stress</i> , 9(3), 455-472.

## DOMAIN: HOME

<b>Outcome</b>	Access to appropriate and affordable housing
<b>Indicator</b>	% of clients whose housing costs exceed 30 percent of their income
<b>Measure</b>	<p><i>ABS Survey of Income and Housing (SIH)</i></p> <p>Calculated using annual income and housing costs</p> <ul style="list-style-type: none"> <li>• Annual income</li> <li>• Housing expenditure</li> </ul>
<b>Definition</b>	<p>Numerator: Number of clients whose housing costs exceed 30 percent of their income</p> <p>Denominator: Number of clients</p>
<b>Reference data source</b>	ABS Survey of Income and Housing (SIH), CURF
<b>Further information</b>	<p>For more information see Rowley, S. and Ong, R. (2012) Housing affordability, housing stress and household wellbeing in Australia, AHURI Final Report No.192.</p> <p>Melbourne: Australian Housing and Urban Research Institute.</p>

<b>Outcome</b>	Homelessness
<b>Indicator</b>	% of clients who are homeless
<b>Measure</b>	<i>ABS Census</i> Administration data
<b>Definition</b>	ABS Homeless Operational Groups <ol style="list-style-type: none"> <li>1. Persons living in improvised dwellings, tents, sleepers out</li> <li>2. Persons in supported accommodation for the homeless</li> <li>3. Persons staying temporarily with other households</li> <li>4. Persons living in boarding houses</li> <li>5. Persons in other temporary lodging</li> <li>6. Persons living in 'severely' crowded dwellings</li> </ol>
<b>Reference data source</b>	ABS Census
<b>Further information</b>	For more information see Rowley, S. and Ong, R. (2012) Housing affordability, housing stress and household wellbeing in Australia, AHURI Final Report No.192. Melbourne: Australian Housing and Urban Research Institute.

<b>Outcome</b>	Satisfied with housing
<b>Indicator</b>	% of clients satisfied with the home they live in
<b>Measure</b>	<i>HILDA</i> I am now going to ask you some questions about how satisfied or dissatisfied you are with some of the things happening in your life. I am going to read out a list of different aspects of life and, I want you to pick a number between 0 and 10 that indicates your level of satisfaction with each. The more satisfied you are, the higher the number you should pick. The less satisfied you are, the lower the number.  The home in which you live?  Response scale: <ul style="list-style-type: none"> <li>• Don't know</li> <li>• Refused/Not stated</li> </ul> 0 - Totally dissatisfied, 5 - Neither satisfied nor dissatisfied, 10 - Totally satisfied
<b>Definition</b>	Proportion of clients who feel satisfied with the home they live in. The benchmark score for homelessness services would need to be defined.
<b>Reference data source</b>	HILDA
<b>Further information</b>	For more information see <a href="https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=losathl">https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=losathl</a>

## DOMAIN: SAFETY

<b>Outcome</b>	Child exposure to domestic violence
<b>Indicator</b>	% of child clients who have experienced or witnessed their mother's partner abusing their mother
<b>Measure</b>	<i>Children's exposure to domestic violence scale</i> Children's Exposure to Domestic Violence Scale (PDF Download Available). Available from: <a href="https://www.researchgate.net/publication/253295861_Children's_Exposure_to_Domestic_Violence_Scale">https://www.researchgate.net/publication/253295861_Children's_Exposure_to_Domestic_Violence_Scale</a>
<b>Definition</b>	Four-point scale (never, sometimes, often, almost always) Followed by asking the child how they knew about the abuse <ul style="list-style-type: none"> <li>• I saw the outcome</li> <li>• I heard about it afterwards</li> <li>• I heard it while it was happening</li> <li>• I saw it from far away while it was happening</li> <li>• I saw it and was near while it was happening</li> </ul>
<b>Reference data source</b>	N/A
<b>Further information</b>	Edleson, J.L., Johnson, K.K., and Shin, N. (2007). Children's exposure to domestic violence scale. Minnesota Centre Against Domestic Violence

<b>Outcome</b>	Safety
<b>Indicator</b>	% of clients who are satisfied with their overall safety
<b>Measure</b>	<i>Personal Wellbeing Index</i> How satisfied are you with how safe you feel? Scale: 0 means no satisfaction at all. 10 means completely satisfied.
<b>Definition</b>	Numerator: number of clients who are satisfied with their overall safety Denominator: total number of clients
<b>Reference data source</b>	Personal Wellbeing Index
<b>Further information</b>	For more information on the Personal Wellbeing Index visit <a href="https://www.australianunity.com.au/media-centre/wellbeing">https://www.australianunity.com.au/media-centre/wellbeing</a>

<b>Outcome</b>	Safety
<b>Indicator</b>	% of clients who have experienced physical violence against them in the last 12 months
<b>Measure</b>	<i>ABS General Social Survey</i> In the last 12 months, did anyone, including people you know, use physical force or violence against you?
<b>Definition</b>	Numerator: number of clients have experienced physical violence against them in the last 12 months Denominator: total number of clients
<b>Reference data source</b>	ABS General Social Survey
<b>Further information</b>	For more information visit <a href="http://www.abs.gov.au/ausstats/abs@.nsf/mf/4159.0">http://www.abs.gov.au/ausstats/abs@.nsf/mf/4159.0</a>

## DOMAIN: SOCIAL AND COMMUNITY

<b>Outcome</b>	Healthy relationships
<b>Indicator</b>	% of clients who feel socially supported and connected
<b>Measure</b>	<i>Duke Social Support Index (DSSI)</i> <ol style="list-style-type: none"> <li>1. Other than members of your family how many persons in your local area do you feel you can depend on or feel very close to? <ul style="list-style-type: none"> <li>○ Code Response 1 None 2 1-2 people 3 More than 2 people</li> </ul> </li> <li>2. How many times during the past week did you spend time with someone who does not live with you, that is, you went to see them, or they came to visit you or you went out together?</li> <li>3. How many times did you talk to someone (friends, relatives or others) on the telephone in the past week (either they called you, or you called them)?</li> <li>4. About how often did you go to meetings of clubs, religious meetings, or other groups that you belong to in the past week? <ul style="list-style-type: none"> <li>○ Code Re-code Re-code Response Item 2 Items 3 &amp; 4 0 1 1 None 1 2 1 Once 2 2 2 Twice 3 3 2 Three times 4 3 2 Four times 5 3 2 Five times 6 3 3 Six times 7 3 3 Seven or more times</li> </ul> </li> <li>5. Does it seem that your family and friends (people who are important to you) understand you?</li> <li>6. Do you feel useful to your family and friends (people important to you)?</li> <li>7. Do you know what is going on with your family and friends?</li> <li>8. When you are talking with your family and friends, do you feel you are being listened to?</li> <li>9. Do you feel you have a definite role (place) in your family and among your friends? <ul style="list-style-type: none"> <li>○ Code Response 1 Hardly ever 2 Some of the time 3 Most of the time</li> </ul> </li> <li>10. Can you talk about your deepest problems with at least some of your family and friends? <ul style="list-style-type: none"> <li>○ Code Response 1 Very dissatisfied 2 Somewhat dissatisfied 3 Satisfied</li> </ul> </li> </ol>
<b>Definition</b>	The indicator benchmark scores need to be defined. More information on the calculation of the DSSI see Further information.
<b>Reference data source</b>	N/A
<b>Further information</b>	The DSSI has been validated for use with older people. <a href="https://www.alsw.org.au/images/content/pdf/InfoData/Data_Dictionary_Supplement/DDSSection2DSSI.pdf">https://www.alsw.org.au/images/content/pdf/InfoData/Data_Dictionary_Supplement/DDSSection2DSSI.pdf</a>

<b>Outcome</b>	Connection and belonging to community
<b>Indicator</b>	% of clients who feel part of their community
<b>Measure</b>	<p><i>HILDA</i></p> <p>I am now going to ask you some questions about how satisfied or dissatisfied you are with some of the things happening in your life. I am going to read out a list of different aspects of life and, I want you to pick a number between 0 and 10 that indicates your level of satisfaction with each. The more satisfied you are, the higher the number you should pick. The less satisfied you are, the lower the number.</p> <p>Feeling part of your local community?</p> <ul style="list-style-type: none"> <li>• Response scale:</li> <li>• Don't know</li> <li>• Refused/Not stated</li> </ul> <p>0 - Totally dissatisfied, 5 - Neither satisfied nor dissatisfied, 10 - Totally satisfied</p>
<b>Definition</b>	Proportion of clients who feel part of their community. The benchmark score for homelessness services would need to be defined.
<b>Reference data source</b>	HILDA
<b>Further information</b>	<a href="https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=losatl">https://www.online.fbe.unimelb.edu.au/HILDAodd/KWCrossWaveCategoryDetails.aspx?varnt=losatl</a>

<b>Outcome</b>	Connection and belonging to community
<b>Indicator</b>	% of Aboriginal or Torres Strait Islander clients who identify with a clan, tribal or language group, mission or regional group
<b>Measure</b>	<p><i>ABS National Aboriginal and Torres Strait Islander Social Survey</i></p> <p>1) Do you identify with any of these?</p> <ol style="list-style-type: none"> <li>1. A tribal group</li> <li>2. A language group</li> <li>3. A clan</li> <li>4. A mission</li> <li>5. Aboriginal/Torres Strait Islander/ Aboriginal or Torres Strait Islander regional group</li> <li>6. 6. None of the above</li> </ol>
<b>Definition</b>	<p>Numerator: Number of Aboriginal and Torres Strait Islander clients that identify with tribal or language group and traditional country</p> <p>Denominator: Number of Aboriginal and Torres Strait Islander clients</p>
<b>Reference data source</b>	<p>ABS Measures of Australia's Progress</p> <p>ABS National Aboriginal and Torres Strait Islander Survey</p> <p>ABS National Aboriginal and Torres Strait Islander Social Survey</p> <p>HILDA</p>
<b>Further information</b>	AIHW (2009) Measuring the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples, cat. no. IHW 24, Canberra: AIHW.

## DOMAIN: OTHER

<b>Outcome</b>	Overall wellbeing
<b>Indicator</b>	% of clients who are satisfied overall with their life
<b>Measure</b>	<p><i>HILDA</i></p> <p>All things considered, how satisfied are you with your life? Again, pick a number between 0 and 10 to indicate how satisfied you are.</p> <ul style="list-style-type: none"> <li>• Response scale:</li> <li>• Don't know</li> <li>• Refused/Not stated</li> </ul> <p>0 - Totally dissatisfied, 5 - Neither satisfied nor dissatisfied, 10 - Totally satisfied</p>
<b>Definition</b>	Scoring and benchmarks will need to be defined.
<b>Reference data source</b>	HILDA
<b>Further information</b>	<a href="https://www.online.fbe.unimelb.edu.au/HILDAodd/VariableDetails.aspx?varn=losat&amp;varw=16">https://www.online.fbe.unimelb.edu.au/HILDAodd/VariableDetails.aspx?varn=losat&amp;varw=16</a>

<b>Outcome</b>	Overall wellbeing
<b>Indicator</b>	% of clients who are satisfied with their quality of life
<b>Measure</b>	<p><i>Personal Wellbeing Index</i></p> <p>The following questions ask how satisfied you feel, on a scale from zero to 10. Zero means you feel no satisfaction at all and 10 means you feel completely satisfied.</p> <ul style="list-style-type: none"> <li>• How satisfied are you with your standard of living?</li> <li>• How satisfied are you with your health?</li> <li>• How satisfied are you with what you are achieving in life?</li> <li>• How satisfied are you with your personal relationships?</li> <li>• How satisfied are you with how safe you feel?</li> <li>• How satisfied are you with feeling part of your community?</li> <li>• How satisfied are you with your future security?</li> </ul>
<b>Definition</b>	Scoring and benchmarks will need to be defined.
<b>Reference data source</b>	HILDA Australian Unity Personal Wellbeing Index
<b>Further information</b>	For more information see the International Wellbeing Group (2013). Personal Wellbeing Index: 5th Edition. Melbourne: Australian Centre on Quality of Life, Deakin University ( <a href="http://www.deakin.edu.au/research/acqol/instruments/wellbeing-index/index.php">http://www.deakin.edu.au/research/acqol/instruments/wellbeing-index/index.php</a> )



<b>Outcome</b>	Access to referrals and appropriate services
<b>Indicator</b>	% of referred clients who completed referral at receiving service % of clients satisfied with the service received (from specific programs/sectors)
<b>Measure</b>	<i>Referral Systems Assessment and Monitoring Tool (RSAM)</i>
<b>Definition</b>	Numerator: Count the number of clients for whom there is evidence of a completed referral, based on records at the receiving service. Denominator: Count the number of clients who were provided with a referral during the reporting period (same as numerator for Referral Initiation Indicator). For reporting purposes, separate counts should be done for each type of service. The numerator, denominator, and proportion should each be reported. % will be used to monitor individual referring services and make comparisons between them. The actual denominators and numerators are needed to aggregate data from multiple referring services.
<b>Reference data source</b>	Not available
<b>Further information</b>	MEASURE Evaluation (2013) 'Referral systems assessment and monitoring toolkit'