

DRAFT CONCEPTUAL PLAN FOR OUTCOMES WORK 2018 – 2020

Guidance for sector

An **outcomes conceptual framework is developed** to promote meaningful and good practice



Sector staff access information, training and support to build their capacity and understanding of outcomes work



Case studies on data collection and use are developed to promote staff understanding

Data gathering, analysis & management

Data on sector-prioritised outcome indicators are collected, e.g. client satisfaction survey



Existing data collections are collated to maximise data effectiveness and reduce effort



Universal tools are developed for the aggregation of data and benchmarking

Application of information

Resources and funding are identified to support outcomes work for the sector



Build consensus (IP, SHS, FHA, FACS, CSI) on purpose of outcomes work, policy



Integrate application of outcome results via advocacy, program improvement, benchmarking

1. GUIDANCE

Commentary: Any work on outcomes must include quality assurance through an accreditation system that ensures delivery of quality services to clients.

Suggested actions: To improve the capacity of CIMS users to collect and analyse outcomes data:

- IP establish a sector reference group to work with FACS to review CIMS to better capture priority outcomes
- IP assist in setting up a sector buddy system to support outcomes work
- IP promote CSI documents (*Shared Outcomes Framework, Indicator Data Dictionary & Guide for Data Collection*) through Network meetings, Reference Group and Sector Development Project website
- IP promote sector champions through the Reference Group and those actively engaged in outcomes work, and aligned with the quality assurance system
- SHS organisations which use CIMS well provide peer support to other organisations
- FACS deliver CIMS training to SHS staff, more often and in more locations around the state. Training methods to include: workshops, webinars and peer support.
- FACS make CIMS data available to sector monthly
- (Tiered outcomes?)

2. DATA GATHERING, ANALYSIS AND MANAGEMENT

Commentary: Outcome results need to tell a holistic story, explaining the reasons underlying trends, differences and anomalies in data. To be meaningful, results need to be situated in context.

Data quality is dependent on consistency of management and staff involved in data collection, analysis and management. It needs to be part of existing practice. Data collection and analysis need to align with the quality assurance system.

Suggested actions: IP and SHS conduct annual client satisfaction survey and disseminate data

Commentary: It is important for the sector to have clarity about what data we are collecting and how to use this data to benefit services to clients.

Criteria for data collection:

- Is it useful?
- Can it be benchmarked?
- Is there a need? Are there tools that already collect this data?
- Are we increasing demands on staff to collect, input and analyse data?

Outcomes information is currently being collected though Health, Corrections/Police, Centrelink/Medicare. This would be useful but systems are in silos. How do we advocate for the integration of data from multiple systems – is this ethical; can privacy be protected?

Suggested actions:

- FACS map existing data collections
- FACS review CIMS:
 - What reports are actually used and effective?
 - Is it true data – what we must collect?
 - How is data stored and tracked (where to put it?, some clients do not want their information on CIMS)
- Registry week
 - Can integration be done?
 - Can we pay workers for their time for collecting information?
 - How much information is collected and is there informed consent? Can we remove personal identifying data
- Consideration of the use of language is important when designing data collections systems, in terms of how it will be interpreted by the client (and staff), e.g. from ‘case worker’ to ‘support worker’

Commentary: SHS sector needs outcomes tools, with clarity around their purpose, how they are used and how to produce data on collective outcomes. Data collection tools need to be developed with on the ground experience to ensure that tools are feasible, practical and ethical for practitioners and clients.

Such tools need to be simple and easy to use, and integrated into work that staff already do, to get staff on board. Workers will not use tools if they feel they are outside of what they signed up for, which can also affect client engagement. It is also important not to have too many collection tools, that may be confusing.

Outcomes data needs to include qualitative data to explain the context for the data and the impact of homelessness and service provision for clients.

Challenges include staff comprehension and willingness to collect data, as well as resources and time to implement outcomes work. It needs to be acknowledged that collecting outcomes data places a burden on services. There should be a corresponding reduction in other compliance activity.

Suggested actions:

- IP and SHS look at other systems, other sectors, other countries for simple universal tools
- IP and SHS analyse the diversity of populations (e.g. CALD, Aboriginal, youth) and services across different districts in the state, to account for their influence on outcomes (e.g. outcomes for youth unemployment will differ across regions with different numbers of youth services)

3. APPLICATION OF INFORMATION

Commentary: It is hard for peaks and services to be independent when reliant on government funding.

Suggested actions:

- SHS and IP look for opportunities to collaborate with universities to access resources
- SHS and IP investigate other grant opportunities

Commentary: Consensus requires a common language and conceptual understanding, common training and frameworks, and time to work towards an agreed useful benefit. We need to understand each other to reach some middle ground. Sector outcomes need to be specific to what services can influence.

Suggested actions:

- FACS, IP and other stakeholders map out client, sector and government interests to identify overlapping areas
- SHS and IP benchmark data against population data to integrate responses across sectors

Commentary:

We need to balance activity against activism.

Outcomes should be linked to performance management.

Suggested actions:

- SHS and IP use data to advocate for government priorities to be well-informed (e.g. Premier's Priorities to align with outcomes evidence)