NSW Human Services Outcomes Framework

Note that this is a population level outcomes framework and population outcomes and indices are used to measure it. We have adapted it here to assist community services where they are required to align outcomes to this. While we have selected those outcomes with the strongest alignment, community services can select some or all of the outcomes proposed, or add different outcomes from the Tree that align to their service focus and the NSW Human Services Outcomes Framework.

NSW Human Services Outcomes Framework	Community Services Outcomes Tree
Education and Skills	***Learning, Skills and Development, Family***
• Children receive high quality early childhood education and care to give them a great start in life and at school	• Access to education/training (Learning, Skills and Development) • Child: meeting developmental milestones (Family) • Achieving learning outcomes and qualifications (Learning, Skills and Development)
• All children are engaged in and benefitting from schooling	• Attending education/training (Learning, Skills and Development) • Participation and engagement in education/training (Learning, Skills and Development)
• Young people make a successful transition from school to further education, training and work	• Transition in and out of education/training (Learning, Skills and Development)
• All adult workers have the skills and qualifications they need to enjoy active and productive lives	• Personal development and living skills (Learning, Skills and Development) • Achieving learning outcomes and qualifications (Learning, Skills and Development)
Economic	**Employment**
• Greater access to employment for disadvantaged groups	**This outcome requires data to be paired with specific demographic characteristics** • Gain employment (Employment) • Secure and sufficient work (Employment)
• Reduce income inequality	• **NOTE: In general this domain measures change for specific populations and meso and macro level outcomes. The Community Services Outcomes Tree targets changes for individual users of community services, so is not compatible to measure this kind of change.**
Health	***Health, Services and Government Benefits***
• Improve mental health and wellbeing	• Social emotional health (Health) • Mental health (Health) • Self-management: health and wellbeing (Health)

- Improve individuals' access to health care services they require

- Keeping people healthy through proactive management and education

- Improve Aboriginal health outcomes

- Access to/use of services (Services and Government Benefits)

- Self-management: health and wellbeing (Health)

NOTE: This outcome requires data to be paired with specific demographic characteristics (i.e. Aboriginality)
- Social emotional health (Health)
- Physical health (Health)
- Mental health (Health)
- Harm reduction (Health)
- Self-management: health and wellbeing (Health)

Home

- Housing is affordable

- Social housing is physically accessible, culturally appropriate and well maintained

- Reduce homelessness

Housing

- Affordable housing (Housing)

- Suitable housing (Housing)
- Housing modification/supports (Housing)

- **NOTE: This is a macro level outcome. The Community Services Outcomes Tree targets changes for individual users of community services, so is not compatible to measure this kind of change.**

Safety

- All children are safe from harm

- All people are safe from domestic and family violence

- Reduce crime

Safety, Family, Justice

- Child/young person: living in a stable and supportive home (Family)
- Safe where live/sleep (Safety)
- Safe relationships (Safety)
- Safe environments (Safety)
- Cyber safety (Safety)

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- Safe relationships (Safety)
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NOTE: This is a macro level outcome. The Community Services Outcomes Tree targets changes for individual users of community services, so is not compatible to measure this kind of change. Individual focused outcomes would align to:
- Reduced offending (Justice)

Empowerment	**Choice and Empowerment, Social Inclusion, Services and Government Benefits**
• The customer is at the heart of decision making that affects them	• Control and choice in daily life (Choice and Empowerment) • Decision making (Choice and Empowerment) • Sets and pursues own goals (Choice and Empowerment) • Chooses supports and services (Choice and Empowerment) • Have a say in services (Choice and Empowerment) • Have a say in community (Social Inclusion)
• Service design is determined by customer experience	**NOTE: This is a macro and meso level outcome. The Community Services Outcomes Tree targets changes for individual users of community services, so is not compatible to measure this kind of change. . Individual focused outcomes would align to:** • Have a say in services (Choice and Empowerment)
• Service provision is non-discriminatory and culturally appropriate	**NOTE: This is both an outcome (i.e. access to these services) and an indicator of service quality. Indicators of service quality are not included in the Community Services Outcomes Tree** • Access to information about services (Services and Government Benefits) • Access to/use of services (Services and Government Benefits)

Social and Community	**Social Inclusion, Family**
• Aboriginal people and communities have strengthened knowledge and expertise in language, culture and identity	**NOTE: This outcome requires data to be paired with specific demographic characteristics (i.e. Aboriginality)** • Connection to culture (Social Inclusion) • Child/young person: sense of culture and identity (Family)
• Increase rate of feeling connected (a sense of belonging to community)	• Feeling valued and belonging (Social Inclusion) • Social connections and relationships (Social Inclusion)
• Increase community participation and volunteering	• Participation in community and social activities (Social Inclusion)