**Outcomes Framework**

# Acknowledgement of Country

DHS acknowledges and respects Aboriginal peoples as the state’s first peoples and nations and recognises them as traditional owners and occupants of land and waters in South Australia.

Further, it acknowledges that the spiritual, social, cultural, and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.

Illustration: The *Cultural Maintenance* illustration was created by Allan Sumner in 2017.

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# What is the Outcomes Framework?

This Framework sets out the high-level outcomes the Department of Human Services (DHS) seeks to achieve, as well as the indicators for those outcomes. The Outcomes Framework is intended to be used as a tool for optimised commissioning for outcomes, better understanding service system capability and opportunities for improvement, and strategic decision making about departmental priority investment.

The Outcomes Framework was developed by DHS, with reference to feedback from human services sector leaders and service delivery practitioners, and DHS executives and policy, contract management and procurement staff.

# Why an Outcomes Framework?

In recent years there has been a move across government and non-government organisation (NGO) sectors, both in Australia and internationally, toward focusing on outcomes and social impact generated by public investment in human services.

DHS recognises that focussing on outputs – the activities that are delivered by the programs and services it funds – doesn’t tell the story about the impact of those activities. Focussing on outcomes enables DHS to think about the extent to which its funded programs and services contribute to the positive change they are designed to support.

# Strategic context

## Wellbeing and social impact

The Outcomes Framework is situated in relation to a renewed focus, at both state and federal levels, on wellbeing as a key element of economic prosperity for South Australia’s current and future generations. This is evident in the Australian Government’s Measuring What Matters framework, which aims to set out the wellbeing outcomes that matter to people beyond traditional economic measures.[[1]](#footnote-2) It is also reflected in the South Australian Government’s Economic Statement, with its vision “for an economy that is fit for the future, improving the wellbeing of all South Australians”.[[2]](#footnote-3)

DHS recognises that the wellbeing of South Australians is at the core of its strategic aims.

In 2021, it published the Social Impact Framework (SIF), which outlines five social impact objectives which are foundational elements of a person’s quality of life:

* Creating safe environments and wellbeing
* Connecting with opportunities to engage and participate
* Aspiring towards economic, social, and civic empowerment
* Building resources and skills for self-direction and a fulfilling life
* Belonging to communities that are inclusive, equitable and resilient.[[3]](#footnote-4)

The SIF explains that DHS can maximise its positive social impact across these domains if the programs and services it funds are:

* Aligned to clearly defined purposes and outcomes
* Able to meet best-practice service design criteria, and
* Developed through a partnership with service providers.[[4]](#footnote-5)

The Outcomes Framework delivers on the first of these core elements by providing a set of **clearly defined outcomes** that spell out the positive social impact that DHS strives to enable for South Australian people, families and communities.

## Closing the Gap

Under the National Agreement on Closing the Gap (Closing the Gap), DHS is committed to transforming the way it works. Closing the Gap has four Priority Reforms that commit DHS to:

1. Formal partnerships and shared decision-making
2. Building the community controlled sector
3. Transforming government organisations
4. Shared access to data and information at a regional level.[[5]](#footnote-6)

Guided by the Closing the Gap Framework (and Policy) and Spectrum of Working with Aboriginal Peoples, this includes building genuine, sustained and formal partnerships to inform program development and service system strategy, as progress toward Aboriginal self-determination.

The Outcomes Framework is designed to clearly show how the Closing the Gap Targets and Socioeconomic Outcomes DHS is responsible for are embedded within its outcomes themes

and outcomes clusters. Throughout the stages of commissioning set out in the Commissioning Framework, DHS will consider the connection of funded programs to Targets/Socioeconomic Outcomes and ensure that, where a funded program contributes to a Target, these are measured to enable progress to be tracked. Similarly, the outcomes enablers, which describe the way in which the service system works to support outcomes for people, families and communities, include Priority Reform elements, providing a mechanism for measuring the transformational change critical to Closing the Gap.

The Outcomes Framework works with Closing the Gap as a strategic umbrella, with the intention that all DHS’s funded programs will consider how they contribute to the Priority Reforms and Targets/Socioeconomic Outcomes. Embedded in this approach is the belief that enabling equity under Closing the Gap will contribute to a more socially just society for all South Australians.

# How the framework will be used

The Outcomes Framework will be used across three levels: service system, department, and program, and will speak to and reflect the department’s commitment to enabling outcomes across its diverse range of portfolio areas. Crucial to this will be using the Outcomes Framework to embed the Closing the Gap Priority Reforms. Framework uses are summarised below, and more detailed guidance is provided in the Commissioning Handbook.

**Figure 1: Outcomes Framework uses (in table format)**

Service system Level

Uses:

* Understanding where the focus needs to be to improve the system, including action on Closing the Gap Priority Reforms
* Supporting in-depth conversations about impact across the service system.

Department Level

Uses:

* Understanding DHS investment distribution across outcomes themes
* Prioritising investment in a resource constrained environment
* Adopting a proactive approach to investment.

Program Level

Uses:

* Linking program - and priority-cohort-level outcomes to broader departmental impact goals
* To enable targeted definition of program outcomes and support better identification of complementary service partner opportunities
* Building evidence for what maximises social impact
* Comparing outcomes across like programs

End Figure 1.

# Key concepts

The Outcomes Framework is founded on two key concepts: wellbeing and people.

## Wellbeing

The Outcomes Framework uses wellbeing to describe and measure the outcomes DHS aspires to enable for people, families and communities in South Australia.

This is a useful approach because:

* Wellbeing is a multidimensional aspect of people’s lives, referring to how we experience life across different domains like physical and mental health, and being part of communities
* Wellbeing is a common measure of success across a range of human services (and other government) programs and can help us look across and compare those with different aims, that are delivered by different organisations, or that target different groups
* Asking people how they feel about different aspects of their lives is a powerful, democratic way of understanding how programs affect people
* Assessing wellbeing can surface unexpected insights about the impact and interrelation of different programs.

“Wellbeing is determined by the complex connections of a range of factors along three dimensions common to numerous models of wellbeing: the objective conditions under which people live, their subjective assessment of their own lives, and the intersubjective relationships they are involved in and which shape the terms of their social participation”.[[6]](#footnote-7)

In other words, wellbeing is about people’s life circumstances, how they feel about their lives, and how they live in relationship with other people. Wellbeing is conceptualised in a range of ways, with varying emphasis on the three dimensions across different models.[[7]](#footnote-8)

An important model for DHS is Aboriginal and Torres Strait Islander Social and Emotional Wellbeing (SEWB), in which wellbeing is defined as the networked relationships of people with family, kin and community, as well as “connection to land, culture, spirituality and ancestry”.[[8]](#footnote-9)

SEWB elements are included in the outcomes indicators within the model, enabling program logics to identify where programs aspire to support Aboriginal peoples’ wellbeing and measure their impact.

The Outcomes Framework uses the word “wellbeing” to describe the elements of objective, subjective and intersubjective human experience in a way that is not only consistent with different wellbeing models, including SEWB, but also the work that DHS delivers at program level.

In this way the Outcomes Framework uses “wellbeing” as a collective, common language concept for the aspirational goals of the department’s programs and services while allowing for the flexibility to accommodate need, demographics, place, and service conditions. This enables targeting of specific outcomes in recognition that there are multiple ways in which different programs contribute to the wellbeing of South Australians.

## People

The Outcomes Framework sets out the social impact aspirations of a department with a broad range of portfolio areas and priority populations including:

* Aboriginal and Torres Strait Islander Peoples
* Culturally and linguistic diverse peoples
* People with disability and/or neurodivergence
* Children
* Older people
* Families
* Carers
* LGBTIQA+
* Women
* Young people.

The Outcomes Framework uses **people** as a broad term that captures all these social groups and their intersectionality, and which is adaptable to any context or program designed to enable positive social impact and improve the lives of people, families, and their communities, particularly where historical and structural disadvantages pose barriers to people’s wellbeing.

# Framework structure

The Outcomes Framework has two main sections: **Outcomes**, and **Outcomes Enablers**. These elements are further broken down to enable more detailed outcomes measurement. These elements sit at a high-level and intentionally describe the broad scope of DHS-funded programs, beneath which more specific program and cohort-level outcomes can be articulated.

**Figure 2: Outcomes Framework structure**

The diagram shows how ‘Impact’ can be measured for two groups: Service system and People, families and communities.

Service system includes outcome enablers that comprise enablers and indicators.

People, families and communities include outcomes that comprise themes, clusters and indicators.

Both groups are measured to see how well the system is performing and reveal the impact.

End Figure 2.

**Figure 3: Outcomes Framework elements (in table format)**

**Within ‘People, families, and communities’**

Element – Outcomes

Description: Results that show the impact of human services on the lives of people and communities. Outcomes describe the positive social impact DHS aspires to enable for people, families and communities. At the highest level this is described as wellbeing.

Element – Themes

Description: The high-level groupings of wellbeing outcomes which describe the areas in which DHS invests for social impact.

Element – Clusters

Description: The mid-level groupings of wellbeing outcomes that enable more detailed description of the elements of outcomes themes and to which outcomes measures can be mapped.

Element – Indicators

Description: The information that signals the extent to which a program or service is effecting the change it aims to enable for its target population(s).

Element – Measures

Description: The data points that quantify whether a program or service has contributed to its intended outcomes.

**Within ‘Systems’**

Element – Outcome enablers

Description: The elements of the service system which, when highly developed, equip it to deliver the outcomes identified in the Outcomes Framework.

Element – Enablers

Description: The high-level groupings of outcomes enablers that describe the service system elements that optimise the system to deliver outcomes.

Element – Indicators

Description: The information that signals the service system maturity in exhibiting the elements that position it to deliver maximum social impact.

Elements – Measures

Description: The data points that quantify the level of service system maturity in enacting the elements that enable outcomes for people and communities.

# Our Outcomes Framework

## The Framework

**Figure 4: DHS Outcomes Framework**

This diagram is read from left to right.

There are two circles, both with outer and inner elements.

The first circle is ‘Outcome Enablers’. It shows that the ‘service system’ uses as enablers:

* people-centred approaches
* evidence-informed approaches
* systematised alliances.

An arrow points to the second circle composed of ‘outcome themes and ‘outcome clusters’.

The outcomes themes:

* healthy and safe
* engaged and participating
* empowered
* thriving
* included, strong and respected.

The ‘outcome clusters’ are that people are:

* healthy and well
* safe and secure
* engaged
* connected
* financially well
* self-advocating
* contributing
* self-directing
* flourishing
* included
* strong
* respected.

End Figure 4.

## Outcomes indicators

Figure 5: Outcome indicators (in table format)

**Outcome Theme – Healthy and safe**

Outcomes Cluster – Healthy and well

Outcome Indicators:

People have access to support to meet their fundamental needs for living.

People can meet their fundamental needs for living.

People are connected to mind, body and emotions.

People are safe and secure in their homes.

**Outcome Theme – Healthy and safe**

Outcomes Cluster – Safe and secure

People are safe and secure in their families.

People are safe and secure in their community.

**Outcome Theme – Engaged and participating**

Outcome cluster – Engaged

Outcome Indicators:

People are involved with their families and kin.

People are involved with their communities.

People participate in activities in the wider community.

**Outcome Theme – Engaged and participating**

Outcome cluster – Connected

Outcome indicators:

People are connected to their culture and community.

People have meaningful and mutually supportive relationships with others.

**Outcome Theme – Empowered**

Outcome cluster – Financially well

Outcome indicators:

People can pay for the things they and their families need.

People can access employment to suit their needs.

People can find financial support when they need it.

People can cope with change and difficulties in their lives.

**Outcome Theme – Empowered**

Outcome cluster – Self-advocating

Outcome indicators:

People can advocate for what they need.

People are reaching their potential.

**Outcome Theme – Empowered**

Outcome cluster – Contributing

Outcome indicators:

People undertake roles within their community that are valuable and worthwhile to them.

**Outcome Theme – Thriving**

Outcome cluster – Self-directing

Outcome indicators:

People can undertake daily living activities.

People can choose how to live their life.

People can choose the support they need.

**Outcome Theme – Thriving**

Outcome cluster – Flourishing

Outcome indicators:

People have opportunity to learn and develop new skills.

People have a sense of purpose and meaning in their life.

People are connected to spirit, spirituality and ancestors.

People are positive about their life and future.

**Outcome Theme – Included, strong and respected**

Outcome cluster – Included

Outcome indicators:

People are valued and heard in their communities.

People have a sense of belonging to their culture.

Communities are accessible and supportive.

Communities are strong.

**Outcome Theme – Included, strong and respected**

Outcome cluster – Strong

Outcome indicators:

Communities are prepared for change.

People are connected to country.

**Outcome Theme – Included, strong and respected**

Outcome cluster – Respected

Outcome indicators:

People’s human and legal rights are respected.

People’s cultural rights are respected.

End Figure 5.

## Outcomes enablers

**Figure 6: Outcome enablers (in table format)**

**Outcome enabler theme – People-centred approaches**

Outcomes enabler cluster – Empowering lived experience

Outcomes enabler indicator:

Services prioritise experience and voice of people and their communities, including shared decision-making with ACCOs and Aboriginal peoples.

**Outcome enabler theme – People-centred approaches**

Outcomes enabler cluster – Supporting Aboriginal and community self-determination and governance

Outcomes enabler indicator:

Services share data and decision-making with Aboriginal peoples and local communities.

Data collected and analysed on, or about, Aboriginal peoples reflect their priorities, values, cultures, world views and diversity.

**Outcome enabler theme – People-centred approaches**

Outcomes enabler cluster – Child and family focussed

Outcomes enabler indicator:

Services consider individual and family context.

Services are strength-based and leverage the protective elements of family and community.

**Outcome enabler theme – People-centred approaches**

Outcomes enabler cluster – Trauma-informed

Outcomes enabler indicator:

Services are delivered by a skilled workforce equipped to recognise the impact of trauma on people’s lives.

**Outcome enabler theme – People-centred approaches**

Outcomes enabler cluster – Culturally safe and respectful of diversity

Outcomes enabler indicator:

Services are culturally safe, inclusive and responsive.

**Outcome enabler theme – Evidence-informed approaches**

Outcomes enabler cluster – Informed by community and practice wisdom

Outcomes enabler indicator:

Services are informed by evidence from community.

Services involve and employ people from community with lived experience.

Services are informed by provider knowledge.

**Outcome enabler theme – Evidence-informed approaches**

Outcomes enabler cluster – Prioritising place-based analysis of need and building on evidence of what works

Outcomes enabler indicator:

Service design and delivery is driven by analysis of population data, priority groups, and regional service provision.

System design is informed by best-practice and proven approaches.

**Outcome enabler theme – Systematised alliances**

Outcomes enabler cluster – Defined by collaboration and partnership

Outcomes enabler indicator:

Service providers frequently communicate with each other from a basis of mutual trust.

The Aboriginal community-controlled sector, and community, are engaged in planning.

**Outcome enabler theme – Systematised alliances**

Outcomes enabler cluster – Informed by culture

Outcomes enabler indicator:

Services for Aboriginal peoples are delivered by the Aboriginal community-controlled sector.

Service providers embed cultural leadership and actively build and sustain their Aboriginal workforce.

**Outcome enabler theme – Systematised alliances**

Outcomes enabler cluster – Integrated and strategically aligned

Outcomes enabler indicator:

Services consider individual needs in context and connect people to relevant service partners.

**Outcome enabler theme – Systematised alliances**

Outcomes enabler cluster – Responsive to need

Outcomes enabler indicator:

Services can collectively respond to changing or emerging needs and service gaps.

End Figure 6.

# Outcomes themes, clusters, and indicators

## Healthy and safe

South Australian people and communities are healthy, safe, and secure in their homes and communities, and can find support to meet these fundamental needs for living.

### Healthy and well

People have access to the support they need to meet their fundamental needs for living, and experience high levels of mental and physical health and wellness.

**Why is this important?**

Without their fundamental needs for food, shelter, air, and sleep being met, people will not be able to thrive. These physical and psychological needs are the building blocks of wellbeing and crucial to people and communities flourishing.

**Indicators**

Outcomes Cluster - Healthy and well

Outcomes Indicators:

People have access to support to meet their fundamental needs for living.

People can meet their fundamental needs for living.

People are connected to mind, body and emotions.

### Safe and secure

People are safe and secure in all circumstances including in their homes, families, and communities.

**Why is this important?**

When people are safe and secure at home, in their families and their communities, they are free from danger, or the risk of physical or psychological harm, which is a fundamental human right.[[9]](#footnote-10)

**Indicators**

Outcomes Cluster - Safe and secure

Outcomes Indicators:

People are safe and secure in their homes.

People are safe and secure in their families.

People are safe and secure in their community.

# Engaged and participating

People are involved with their families, are participating in their communities, and experience strong connection to culture and meaningful relationships with others.

### Engaged

People are involved with their families and participate in activities in the wider community.

**Why is this important?**

Being part of a family or community in a meaningful way is a key part of human wellbeing. Positive, healthy relationships with families and others in communities is a protective factor in the prevention of a range of adverse health and life outcomes.

**Indicators**

Outcomes Cluster - Engaged

Outcomes Indicators:

People are involved with their families and kin.

People are involved with their communities.

People participate in activities in the wider community.

### Connected

People experience strong connection to their culture and community and have meaningful and mutually supportive relationships with others.

**Why is this important?**

Positive relationships between people are the threads that create the fabric of a strong and supportive community and society. Connection to culture and community creates belonging, which is a key element of social and emotional wellbeing.

**Indicators**

Outcomes Cluster - Connected

Outcomes Indicators:

People are connected to their culture and community.

People have meaningful and mutually supportive relationships with others.

### Empowered

People aspire to economic, social, and civic empowerment.

**Financially well**

People are financially secure, have access to employment that meets their needs, and can find financial support when they need it.

**Why is this important?**

When people have enough money to pay for the things they and their families need and can find financial support in circumstances where they need it, they are less likely to experience negative impacts on their health (stress, anxiety, lack of access to enough food), and safety (housing stress and insecurity). When people are adequately employed and resourced, they also have increased capability to participate in their communities and experience the protective benefits of social connection.

**Indicators**

Outcomes Cluster - Financially well

Outcomes Indicators:

People can pay for the things they and their families need.

People can access employment to suit their needs.

People can find financial support when they need it.

### Self-advocating

People can advocate for their own needs, are reaching their potential and can cope with change.

**Why is this important?**

The ability for people and communities to self-advocate enables them to self-determine, which increases the likelihood that they will experience improved life outcomes.

**Indicators**

Outcomes Cluster – Self-advocating

Outcomes Indicators:

People can cope with changes and difficulties in their lives.

People can advocate for what they need.

People are reaching their potential.

### Contributing

People undertake roles within their communities that are valuable and worthwhile to them, and they experience high levels of satisfaction with their accomplishments.

**Why is this important?**

Beyond having enough money to live, wellbeing is also influenced by the extent to which people feel that the work they do – either through employment, volunteering or caring – is meaningful and satisfying. It’s about people having a sense that their contributions to society have value.

**Indicators**

Outcomes Cluster – Contributing

Outcomes Indicators:

People undertake roles within the community that are valuable and worthwhile to them.

People are satisfied with their accomplishments.

## Thriving

People and communities have the resources and skills for self-direction and a fulfilling life.

### Self-directing

Self-direction is about a person having choice and being able to make decisions about their life – in their daily activities, broader goals, and aspirations, and about the support that they need to exercise this autonomy.

**Why is this important?**

Freedom is a universal human right.[[10]](#footnote-11) Giving people the freedom to make decisions about their own lives is an important manifestation of this right and is vital to wellbeing.

**Indicators**

Outcomes Cluster – Self-directing

Outcomes Indicators:

People can undertake daily living activities.

People can choose how to live their life.

People can choose the support they need.

### Flourishing

People have opportunity to reach their potential through formal and informal learning and skills development, have a sense of purpose, meaning and spirituality in their life, and feel positive about their life and future.

**Why is this important?**

Meaning and purpose are foundational to wellbeing, along with having a sense of hope for the future. When people have opportunities to learn and develop their skills this creates the conditions for optimism about life.

**Indicators**

Outcomes Cluster – Flourishing

Outcomes Indicators:

People have opportunity to learn and develop new skills.

People have a sense of purpose and meaning in their life.

People are connected to spirit, spirituality and ancestors.

People are positive about their life and future.

## Included, strong and resilient

People belong to communities that are inclusive, equitable and strong.

### Included

People feel that they have a voice in and are valued by their communities and have a sense of belonging to their culture.

**Why is this important?**

Feeling a sense of inclusion and belonging is critical to social cohesion, connectedness, and identity.

**Indicators**

Outcomes Cluster – Included

Outcomes Indicators:

People are valued and heard in their communities.

People have a sense of belonging to their culture.

### Strong

People are part of communities that are accessible, supportive, strong, and prepared for change.

**Why is this important?**

The ability of people and communities to provide spaces that are accessible to all and supportive of difference is a significant factor in the extent to which they can cope with uncertainty and change. Communities can deal with adverse events and recover more quickly if they are strong and supportive.

**Indicators**

Outcomes Cluster – Strong

Outcomes Indicators:

Communities are accessible and supportive.

People are connected to country.

Communities are strong.

Communities are prepared for change.

### Respected

People’s human, legal and cultural rights are respected, and communities embrace and celebrate diversity.

**Why is this important?**

When people are respected, they can live with dignity, and when diversity is not just respected but celebrated this builds pride in individual and collective identity.

**Indicators**

Outcomes Cluster – Respected

Outcomes Indicators:

People’s human and legal rights are respected.

People’s cultural rights are respected.

Communities embrace diversity.

# Outcomes enablers

## People-centred approaches

DHS-funded programs are developed with reference to and prioritisation of the experience and voice of people and their communities, consider individual and family context and needs, are strength based and develop individual agency, and are trauma informed, culturally appropriate and responsive.

**Why is this important?**

Putting people at the centre of everything it funds is critical for DHS delivering positive social impact with its investment resources. Placing people and communities at the centre of service design, delivery, and evaluation not only leads to better targeted programs, but involving people in the design and evaluation of those programs – or empowering communities to self-determine what and how programs should be delivered – contributes directly to improved wellbeing outcomes.

**Indicators**

Outcomes enabler cluster – Empowering lived experience

Indicator:

Services prioritise experience and voice of people and their communities.

Outcomes enabler cluster – Supporting Aboriginal and community self-determination and governance

Indicator:

Services share data and decision-making with Aboriginal peoples and local communities.

Data collected and analysed on, or about, Aboriginal peoples, reflect their priorities, values, cultures, world views and diversity.

Outcomes enabler cluster – Child and family focussed

Indicator:

Services consider individual and family context.

Services are strength based and leverage the protective elements of family and community.

Outcomes enabler cluster – Trauma informed

Indicator:

Services are delivered by a skilled workforce equipped to recognise the impact of trauma on people’s lives

Outcomes enabler cluster – Culturally safe and respectful of diversity

Indicator:

Services are inclusive, culturally appropriate and responsive.

## Evidenced-informed approaches

Program design is informed by evidence of all kinds, including lived experience and community, provider and advocate knowledge, and research on best practice approaches. It also leverages analysis of data relating to place, priority cohorts, and need, and makes space for innovation.

**Why is this important?**

By leveraging prior learning for future program strategy, design and delivery, funding can be better aligned to approaches that have been proven to work in specific settings and for particular populations and maximise the social impact that DHS can make with its funding resources. It also means that we can continuously adapt to best practice as we learn from those on the ground and those with lived experience.

**Indicators**

Outcomes enabler cluster – Informed by community and practice wisdom

Indicator:

Services are informed by evidence from community.

Services involve and employ people from community with lived experience.

Services are informed by provider knowledge.

Outcomes enabler cluster – Prioritising place-based analysis of need and building on evidence of what works

Indicator:

Service design and delivery is driven by analysis of population data, priority groups, and regional service provision.

System design is informed by best practice and proven approaches.

## Systematised alliances

Collaboration between system partners is intentionally designed and resourced, and programs and services are delivered using strong referral partnerships that prioritise continuity for people and communities, with well-facilitated connection into community that delivers sustainable outcomes. This is supported by strong alliances across the human services sector and leverages existing place-based networks and assets.

**Why is this important?**

A strong, connected system can more successfully deliver people-centred programs as it can more effectively consider the broad needs of people in their family, cultural and community context. This includes alliancing at all levels – strategically, in the advocacy work of Peak Bodies, and operationally, in the networks that support best practice service delivery to people and their communities.

**Indicators**

Outcomes enabler cluster – Defined by collaboration and partnership

Indicator:

Service providers frequently communicate with each other from a basis of mutual trust.

Outcomes enabler cluster – Informed by culture

Indicator:

The Aboriginal community-controlled sector, and community, are engaged in planning.

Services for Aboriginal peoples are delivered by the Aboriginal community-controlled sector.

Service providers embed cultural leadership and actively build and sustain their Aboriginal workforce.

Outcomes enabler cluster – Integrated and strategically aligned

Indicator:

Services consider individual needs in context and connect people to relevant service partners.

Outcomes enabler cluster – Responsive to need

Indicator:

Services can collectively respond to changing or emerging needs and service gaps.

# Additional resources

* Outcomes Bank of Measures (to be developed)
* Commissioning Framework
* Commissioning Handbook (to be developed)
* Evaluation Framework (in development)
* Evaluation Handbook (in development)
* Place-Based Partnerships Framework (in development)
* Closing the Gap Framework Policy
* Closing the Gap Framework and Spectrum of working with Aboriginal Peoples
* Social Impact Framework
* Social Impact Framework Assessment Tool

# Glossary of terms

Terms and definitions.

Commissioning: The process by which governments plan for, design, deliver, monitor, and evaluate the programs and services they fund.

Community: A group of people that live in the same place or share common characteristics, cultural identity, or interests.

Cultural safety: Cultural safety means that Aboriginal culture is respected, acknowledged, and celebrated. It is providing a safe environment for all Aboriginal people to be themselves and to express their identity and culture, knowing that this will be respected. Cultural safety is the extension of allyship accountability and cultural lens application.

Evaluation: The systematic and objective assessment of the design, implementation, or results of a program or service for the purposes of continuous improvement, accountability, and decision-making.

Family: A group of two or more people that are related by blood, marriage (registered or de facto), adoption, step or fostering, and who usually live together in the same household or are connected by kinship, or a shared commitment to support each other.

Human services: Programs designed to support people to meet their fundamental health, welfare, and wellbeing needs.

Social impact: The effect of programs, services or policies on people and communities.

Monitoring: A continuous process of collecting, analysing, and reporting on KPIs for a particular program or service to provide an indication of its performance against stated objectives.

Outcomes: Results that show the impact of human services upon the lives of people and communities.

Outputs: Products of activities by human service agencies to achieve outcomes.

People: Collective noun to describe groups of humans. The Outcomes Framework uses people as a broad term that captures the department’s priority cohorts and their intersectionality, and which is adaptable to any context or program designed to improve the lives of people, families, and their communities.

Program: A set of activities that are managed in a coordinated way over a sustained period and share a common, large-scale goal related to delivering an outcome or outcomes for people, families and communities.

Service: A set of actions (outputs) by a government agency or delivery partner to benefit people or communities in some way.

Stakeholders: Individuals or groups who have an interest in something (e.g., a project, program, initiative, or other activity).

Systematised alliances: Collaborative connections between service system partners that are designed and resourced, deliver strong referral pathways, are regionally responsive to needs and service gaps, prioritise service continuity, and connect with community to enable sustainable outcomes.

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