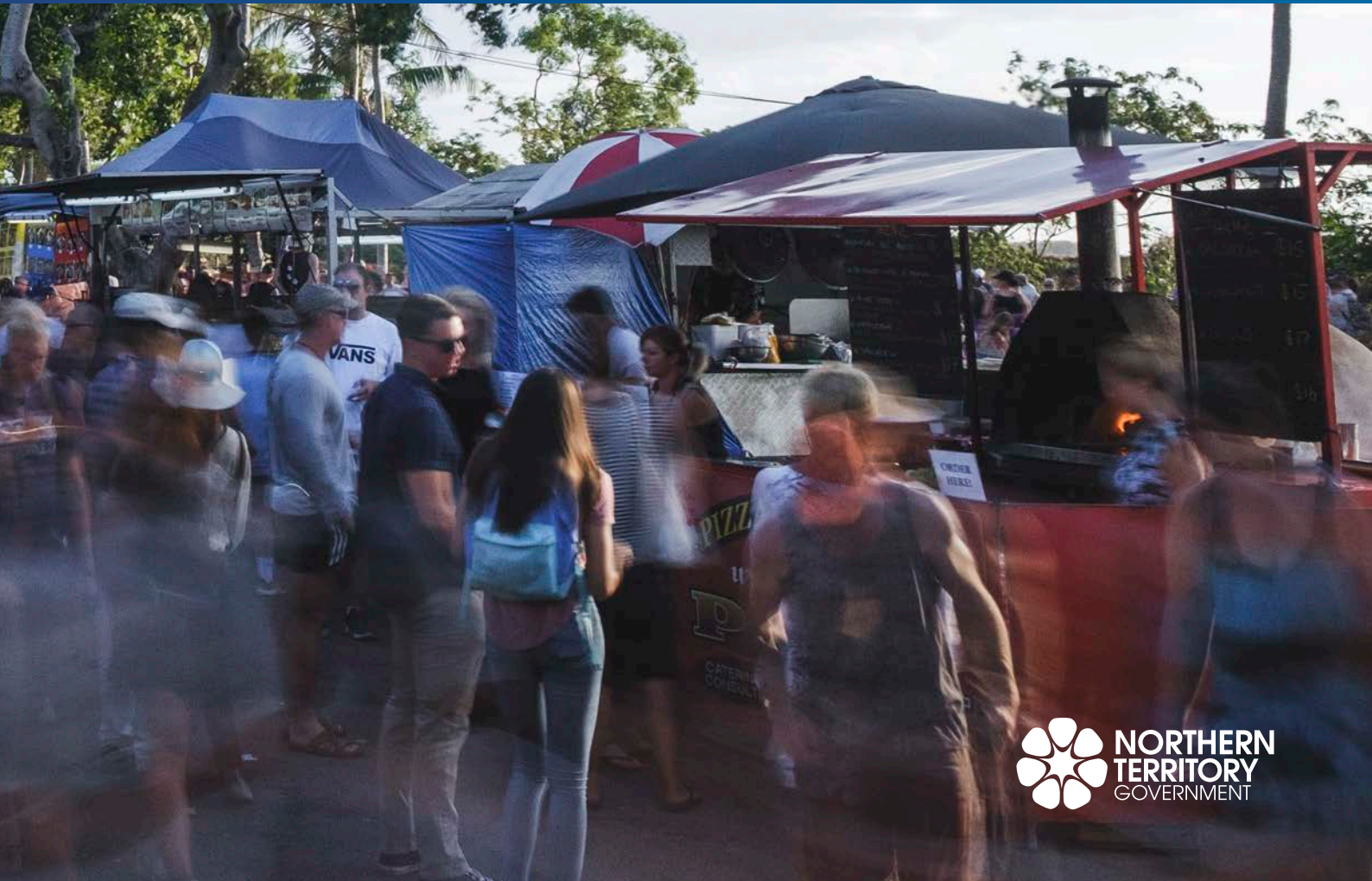




Northern Territory Social Outcomes Framework



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Introduction

The Northern Territory Social Outcomes Framework (the Framework) recognises the values the community associates with individual and community wellbeing. It provides a transparent approach for the NT Government, its partners, including the non-government organisation (NGO) sector and the community, to measure progress towards a broad, aspirational vision for the future of the Northern Territory.

THE VISION FOR THE FRAMEWORK IS ALL TERRITORY INDIVIDUALS, FAMILIES AND COMMUNITIES ARE INCLUSIVE, HEALTHY, SAFE, RESILIENT AND THRIVING.

The Framework turns this vision into a quantifiable set of outcomes, indicators and measures that can focus effort and provide a clear direction for all stakeholders. It also provides a mechanism to align and associate human service provision programs and activities, ensuring government and its partners are working towards the same agreed outcomes.

We need to move away from measuring inputs and outputs (such as the amount of funding or the number of activities carried out) and focus on outcomes (such as what was achieved, and how much peoples' lives were improved) to understand and measure how programs and activities are making a difference to the lives of Territorians). Therefore, the Framework also defines how we will, measure and report on progress, and guide how we calibrate and improve our efforts to achieve change.

As this is the first Framework for the Northern Territory, it is acknowledged that the necessary data for measuring some of the identified outcomes is not currently available and that it will take time to identify and collect. However, in the short to medium term, the Framework is not constrained by data availability and identifies priority areas for future data collection.

Why a Social Outcomes Framework?

The Framework is a tool which provide a clear and consistent focus on identified priority outcomes that the community, governments, and the NGO sector can use to collectively measure progress. It is evidenced that to see lasting change from human service programs and activities can take years or even generations of implementation to see real improvements at a population level.

Some of the benefits of implementing the Framework for Government and partners delivering services in the Community are:

- Increased collaboration and minimisation of duplication
- Progress can be monitored – indicators are linked directly to outcomes to give visibility regarding what progress is being made
- Responsibilities can be charted – a transparent mapping of outcomes, indicators and measures allows responsibilities to be assigned and ownership of indicators to be asserted. Using the Framework also enables joint accountability for outcomes across government agencies and organisations
- Progress can be observed at the population and local level – measurement within the Framework allows progress to be charted geographically, encouraging place-based approaches and local decision making
- Resources can be aligned to outcomes and impacts – programs showing good progress towards outcomes can be expanded or duplicated, programs not meeting outcomes can be reviewed
- Innovation is encouraged – if there are no changes in particular indicators over time, NT Government agencies and stakeholders will be encouraged to investigate current approaches and systems and develop new ways of addressing challenging problems.







A Whole of Government approach to outcomes

The Northern Territory has been in a state of significant social reform including responding to two Royal Commissions, a refocus on Closing the Gap targets, and a commitment to improving the lives of all Territorians. The Framework brings together all of the work underway across government and aligns the NT Government's overarching outcomes approach.

Tracking progress on outcomes helps us to:

- provide evidence of what works
- ensure greater accountability of government strategies and investment
- encourage a culture of continuous learning.

The development of the Framework's outcomes, indicators and measures took place through a series of workshops with agencies and stakeholders. Many of the social domains within the Framework also align with individual agency strategies, ensuring that there is consistency in our whole of government approach; working together to achieve the vision.



ALIGNMENT WITH THE NT GOVERNMENT PROGRAM EVALUATION FRAMEWORK

The Social Outcomes Framework complements the Northern Territory Government's Program Evaluation Framework treasury.nt.gov.au/dtf/financial-management-group/program-evaluation-unit.

Effective program evaluation aims to improve government services to achieve better outcomes for Territorians. If an evaluation shows a program is not working well, agencies can use the evaluation findings to improve the program – by either modifying the existing program or taking a new approach.

The Evaluation Framework provides NT Government agencies with the necessary guidance to plan, commission and use evaluations to ensure programs are achieving the desired outcomes.

HOW WILL THE FRAMEWORK BE USED?

The Framework has been developed by the NT Government and key non-government partners, who also deliver services to improve social outcomes for Territorians.

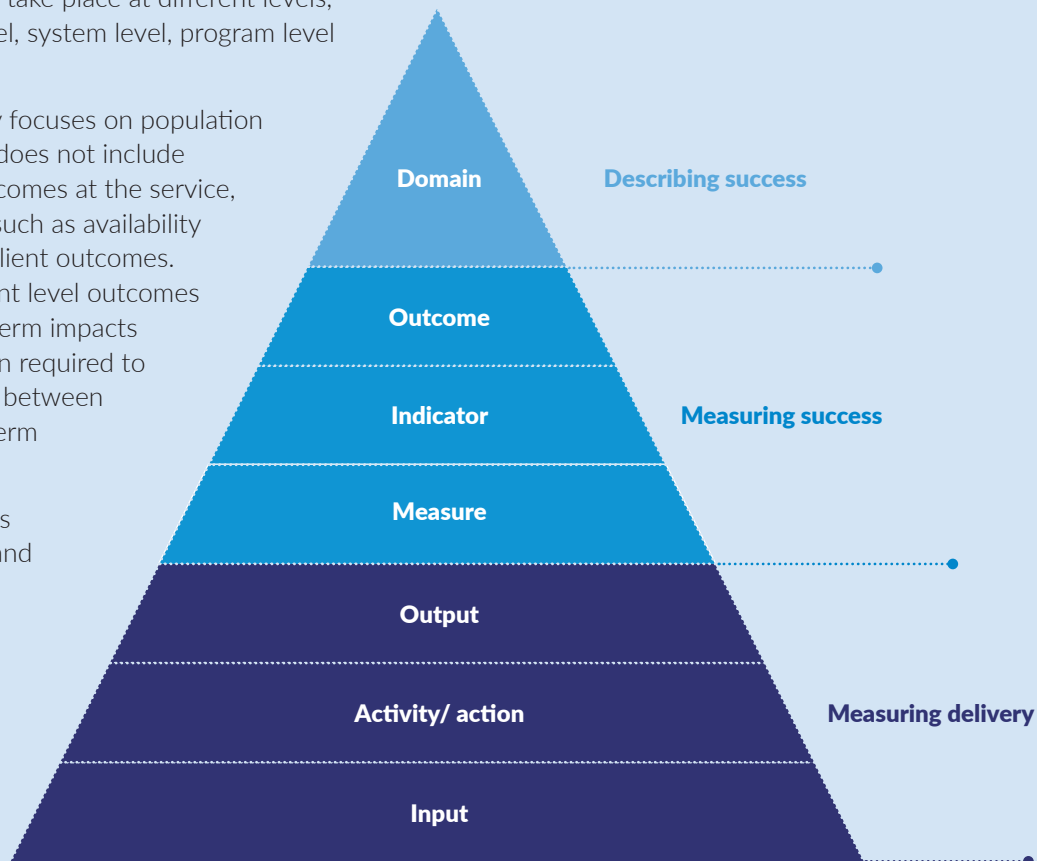
The Framework is a tool for both government and the NGO sector to inform new plans, policies and strategies, and monitor the collective impact of changes across the agreed outcomes. As it is a high level framework, it can be adapted at a regional level to provide alignment with regional plans.

Structure of the Framework

Identifying outcomes can take place at different levels, such as at population level, system level, program level or individual level.

This Framework currently focuses on population level outcomes only and does not include process outcomes or outcomes at the service, program or system level such as availability of services or individual client outcomes. System, program and client level outcomes are measures of shorter term impacts and important information required to establish a clear pathway between input, outputs and long term outcomes.

Figure 1: Social Outcomes Framework architecture and definitions ¹



Describing Success	DOMAIN	articulates broad area for action and groups related outcomes. Each Domain has a vision (aspirational) statement
Measuring Success	OUTCOMES	show the required change or difference, articulates what success looks like.
	INDICATORS	specify what needs to change to achieve the outcome and set the direction of change
	MEASURES	provides specific detail about what will change and how you know that you are making progress
Measuring Delivery	OUTPUTS	what we count to measure the delivery – e.g. number of activities, products, clients
	ACTIVITIES	what we do to deliver the service – programs, services, everyday work
	INPUTS	resources or investment allocated to deliver activities (funding, staff, infrastructure)

¹ Adapted from Outcomes Reform in Victoria – Victoria State Government



DOMAINS

The Framework is organised into seven domains, each with its associated population outcomes, indicators and measures (see Figure 1).

The chosen Domains reflect the range of social outcomes that affect all Territorians' wellbeing. They are closely aligned to the social determinants of health, the Australian Research Alliance for Children and Youth Nest model, and the Australian Institute of Health and Welfare wellbeing domains and measures. Each domain of wellbeing is supported and expanded with its own vision statement.



Territorians are able to live a healthy life



Territorians are safe



Territorians have appropriate and secure housing



Territorians are financially secure and have material basics



Territorians are connected to culture and community



The Territory has a natural and built environment that supports a high quality of life



Territorians are able to learn, contribute and achieve



OUTCOMES

There are a small number of high-level key outcomes under each Domain. An outcome describes the required change or difference to demonstrate genuine social progress.

Initially the number of priority outcomes (and therefore the associated indicators and measures) are being limited, to ensure progress occurs and that the Framework is working and is embedded into ways of working. As progress is achieved, new outcomes can be added into the Framework.

INDICATORS

Indicators define the direction of change required to achieve progress towards an outcome. Some indicators may have a relevant target. Currently the population indicators in the Framework do not have an associated target, however, this does not prevent targets being added in the future or agencies or working groups setting their own targets.

Indicators help answer the question: how will we know if we are progressing towards the outcome? Each outcome in the Framework has up to five indicators reflecting multiple areas that can affect an outcome.

MEASURES

Measures provide specific detail about what will change and how progress is tracked. Most indicators in the Framework have more than one measure, they help answer the question: how will we measure that?

MONITORING PROGRESS

The Framework will remain stable in its architecture to facilitate the consistent monitoring of Territorians' wellbeing. Progress will be monitored and as information becomes available, it will be updated, making the framework as accessible and current as possible.



DATA

The development of the Framework used a ‘top down’ approach, so identification of the outcomes, indicators and measures were intentionally not limited by data availability.

Data that is already available has been mapped to the measures, therefore the level of potential data disaggregation is already fixed.

Some data gaps have been identified through this process, and the NT Government will continue to work to identify suitable proxy measures or other ways to capture the required missing data.

Identifying disadvantage

Although the Framework is based at the population level, the implementation of the Framework, through analysis of the data, systems and programs will enable identification of inequities in different population groups (for example Aboriginality, gender or location) and an appropriate service response.

EVALUATION AND REVIEW

The Social Outcomes Framework will be reviewed in line with the requirements of the NT Government Program Evaluation Framework. A process evaluation which will consider the design and implementation of the Framework within two years of its implementation.

An outcome evaluation will consider program implementation and the short to medium term outcomes created by the Framework. The outcome evaluation will consider if the Framework has made a difference to the way the use of outcomes has been implemented across government agencies and the NGO sector, not if the outcomes included in the framework are being achieved. The outcome evaluation will also assess if the Framework has the right indicators and measures and if any changes are required.

There is a large amount of flexibility in both the Framework and the data dashboard which means they can be adapted over time to allow for changes in priorities and data availability.



Outcomes framework specifications





Territorians are able to live a healthy life

Outcome	Indicator	Measure
Preventable disease and illness and premature death are prevented	Reduce premature death	Premature death rate (by cause)
	Reduce obesity	Rate of people who are overweight or obese
	Reduce preventable chronic disease	Prevalence rate of chronic disease by category
		Prevalence of youth type 2 diabetes
	Reduce harmful drug use (alcohol, nicotine, other drugs)	Proportion of people who smoke
		Number of emergency department presentations attributed to alcohol and other drugs
Increase number of at-risk adults being immunised	Adult immunisation rate	
Reduce potentially preventable hospitalisations	Rates of hospitalisations due to intentional self harm and deliberate injury	
	Rates of potentially preventable hospitalisations (by category)	
All NT children are born healthy and thrive	Increase a healthy start in life	Proportion of babies born with a healthy birthweight
		Proportion of mothers with first antenatal visit in the first trimester
		Proportion of mothers who attend 7 or more antenatal visits
		Exclusive breastfeeding rate
		Percentage of births to mothers under 20
		Childhood immunisation rates
Territorians have the best physical and mental health throughout their lives	Increase mental wellbeing	Proportion of people reporting high/very high levels of psychological distress
		Proportion of consumers and carers with positive experiences of mental health service plan
Increase primary health care	Proportion of people with mental health, diabetes and/or chronic health disease with GP management plan	
	Number of people with physical, cognitive and psychosocial disability presenting to emergency health care services.	



Territorians have appropriate and secure housing

Outcome	Indicator	Measure
Territorians are living in the right home for the right time in the right location	Increase the proportion of Territorians living in appropriate housing	Proportion of people living in overcrowded dwellings
	Increase the proportion of homeless Territorians exiting specialist homelessness services to stable housing (secure tenure)	Proportion of homeless Territorians exiting specialist homelessness services to stable housing (secure tenure)
	Reduce the rate of homelessness in the Territory	Proportion of Territorians who are homeless
Housing costs do not put Territorians in financial stress	Reduce the proportion of people in rental or mortgage stress	Proportion of people paying rents/mortgages above the 30% affordability indicator



The Territory has a natural and built environment that supports a high quality of life

Outcome	Indicator	Measure	
NT infrastructure has no barriers to social inclusion	Increase use of active transport	Percentage of people using active transport to get to work/school	
		Percentage of people using active transport for purposes other than travelling to work/school	
		Length of dedicated shared paths	
	Increase use of public transport	Number of people using buses and school buses	
Percentage of eligible people using taxi subsidy schemes			
Proportion of urban bus stops and buses that provide physical access for people with disabilities			
Increase active living and social inclusion through planning and design	Increase the number of attractive, safe and inclusive public spaces and neighbourhoods	Number of land use plans which implement the performance criteria in the Compact Urban Growth Policy that relate to: cycling and pedestrian access to commercial and community facilities; public open space and bus stops with frequent service	
		Percentage of adults who agree that there are places they can meet up and socialise in their local area	
Territory communities are resilient to climate change	Increase environmentally friendly building/ infrastructure design	Percentage of people who said it was very easy to get to their nearest blue or green space	
		Improve community capacity to respond to extreme climate events	Number of NABERS rated offices (Class 5 buildings) and the rating achieved
			Serious injury and death rates resulting from extreme climate events
Increase thermal comfort	Improve community capacity to respond to extreme climate events	Infrastructure loss from extreme climate events	
		Percentage of Territorians who agree that they are informed about how to respond to extreme climate events	
The NT environment supports a diverse range of leisure and outdoor activities	Increase and diversify recreational opportunities in urban/built areas	Number of cities and regional centres with heat mitigation response plans	
		Number of heat mitigation treatments implemented	
	Increase and diversify recreational opportunities in national parks, green spaces, and other natural environments	Increase and diversify recreational opportunities in urban/built areas	Number of different recreational facilities available
			Percentage use of recreational facilities
Natural resources are sustainably managed for current and future generations	Increase water allocation planning across the Northern Territory	Parks visitor numbers	
		Satisfaction surveys of users of facilities	
	Reduce amount of waste going into landfill	Reduce hazardous waste in the community	Number of water allocation plans
The percentage area of water control districts with current water allocation plans			
Reduce hazardous waste in the community	Reduce amount of waste going into landfill	Recycling rates	
		Percentage return rate through the container deposit scheme	
Reduce hazardous waste in the community	Reduce hazardous waste in the community	Number of landfills that segregate hazardous waste	
		Number of landfills that remove hazardous waste	



Territorians are connected to culture and community

Outcome	Indicator	Measure
Territorians connect with their culture and identity	Increase in the number of people who feel connected to their community	Social capital index
		Percentage of adults who reported feeling lonely "some, most, almost all, or all of the time" in the last week
		Percentage of people who feel they belong to their community/ neighbourhood
		Percentage of adults who said it was easy or very easy to express their identity
All Territorians' voices are heard and help shape their community	Increase in the number of people who feel they can have a say on important issues	Proportion of people who think there are opportunities to have a real say on important issues
		Proportion of people enrolled to vote
Territorians respect and value diversity and inclusion	Increase community acceptance of diversity	Number and nature of complaints to the Anti-Discrimination Commission
	Increase community value of diversity	Number of people with a positive attitude to diversity
	Decrease discrimination	Number of people who report discrimination
Territorians are engaged with and participate in community activities	Increase connection to community and involvement in community events	Proportion of people who belong to an organised group (formal and informal)
		Proportion of people volunteering (formal and informal)
		Proportion of people who reported visiting a cultural venue (gallery, library, archive, museum) in the last 12 months
		Percentage of adults who reported participating in an organised community activity in the last 12 months



Territorians are financially secure and have material basics

Outcome	Indicator	Measure
All Territorians can participate in the money economy	Increase labour market participation	Unemployment rate
		Employment rate (permanent and casual)
		Workforce participation rate
	Increase in household income	Proportion of low income households
		Proportion of people living in jobless households
		Household gross income
Increase the number of businesses	Number of businesses	
All Territorians have affordable and secure food, water and energy	Decrease in financial hardship	Family income/ household debt
		Cost of food, electricity, transport as a % for low income earners
		Socio-economic disadvantage
		Percentage of people engaging in problem gambling behaviour
	Food, water and energy security	Incidence of being unable to afford food/water/energy at home
All Territorians are digitally connected and capable	Increase digital connectivity	Digital Inclusion Index



Territorians are able to learn, contribute, and achieve

Outcome	Indicator	Measure
All NT children are ready to enter the education system and learn	Decrease developmental vulnerability	Proportion of children at school entry who are developmentally on-track in all five domains
		Proportion of children with no observation of concern for each domain during ASQ TRAQ assessment
		Proportion of children attending preschool
		Proportion of under-5s with anaemia
		Average number of days children are participating in Families as First Teachers (FaFT) or similar
School leavers have the skills they need for life	Increase educational attainment	NTCET completion rate
		Average attendance rates for primary, middle, and senior students
		Proportion of students retained in Years 9-10 and Years 10-12
	Increase non-school pathways to careers	VET commencement rates
		Number of students achieving one or more VET competencies
		Number of students completing a Cert I-IV qualification
Territorians of all ages can engage with quality education and training	Increase the number/proportion of people participating in education and learning	Proportion of people participating in full-time education and training and/or employment by completion year
		Percentage of students who improve their employment status after training
		Proportion of people participating in post-school education or training
	Improve quality ratings of schools and childcare	Proportion of education and care services meeting/exceeding the National Quality Standard
		Increase number of businesses offering VET training to employees
		Number of businesses offering VET training to employees



Territorians are safe

Outcome	Indicator	Measure	
NT children and young people have safe environments	Reduce abuse and neglect of children and young people	Number of children/young people entering out-of-home care	
		(Population) rate of unique, substantiated reports for children/young people (by types of abuse/neglect - physical, emotional, sexual, etc.)	
		Number of children/young people experiencing domestic and family violence	
	Increase the number of children living safely	Number of children/young people in out-of-home care	
Number of families seeking support to keep children/young people safe			
Proportion of Aboriginal children placed with Aboriginal carers			
% of children exiting out-of-home-care who return to family			
Territorians are safe from abuse and violence	Reduce domestic and family violence	Number of domestic and family violence offences reported	
		Rate of Domestic Violence Order breaches	
	Reduce sexual violence	Number of sexual violence offences	
Territorians are safe in the community	Increase community safety	Crime rates by offence type (other than DV and assault)	
		Number of people who report feeling safe in their homes/neighbourhoods	
	Reduce reoffending	Number/proportion of reoffenders (apprehended/convicted/sentenced)	
		Reduce harmful alcohol use	Number of emergency department presentations attributed to alcohol related conditions
			Number of alcohol related domestic violence assaults
The justice system meets the needs of Territorians	Increase support to victims of crime	Number of victim impact statements prepared by the Witness Assistance Service	
		Number of people receiving witness assistance support	
		Number of victim assistance applications finalised	
	Reduce levels of detention/incarceration	Number of young people/adults on diversion/community orders/in detention/on parole	
		Proportion of people breaching bail, parole and community based orders	
Proportion of people under corrections supervision who are on community based orders			
	The proportion of prisoners who are on remand		

