



SHS Outcomes Framework Guide

Frequently Asked Questions (FAQ)

The Department of Communities and Justice (DCJ) is recommissioning specialist homelessness services with the aim of achieving a stronger focus on client outcomes and improving service quality.

- The SHS Outcomes Framework will be gradually implemented across all specialist homelessness services from 1 July 2021. DCJ recognises that the initial set of outcome measures, tools and protocols will need to be reviewed over the course of the 2021-2024 contracts
- DCJ are consulting the sector, throughout March 2021, on the SHS Outcomes Framework and Outcomes Framework Guide.
- The finalised SHS Outcomes Framework and Guide will be released in June 2021.

1. General FAQs

1.1 How do I give feedback on the Outcomes Framework?

Feedback can be given at consultation sessions that are happening in every District throughout March 2021. Feedback can also be given via Survey Monkey.

The Survey Monkey link will be open until 9 April 2021, and responses can be anonymous.

Survey link: <https://www.surveymonkey.com/r/JNF7V6T>

1.2 What is the impact on workload?

Outcomes data will be primarily collected and reported through the use of CIMS (or approved, equivalent system), with the addition of the PWI and COS tools. These tools are integrated within CIMS for a more seamless client and worker experience.

Outcomes reporting is also automatically generated based on the information that is entered into CIMS or equivalent, as part of everyday practice. This is designed to minimise the workload associated with program reporting against KPIs.

Find out more

View the Outcomes Framework Guide and Toolkit on our [webpage](#)

Email: SHSProgram@dcj.nsw.gov.au



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1.3 Can we use the Growth & Empowerment Measure (GEM) instead of PWI for Aboriginal clients?

DCJ is committed to ensuring there is a culturally appropriate outcomes measurement tool for Aboriginal clients. A PWI that is culturally appropriate for use with Aboriginal people is being consulted on and developed with Aboriginal stakeholders, and will include a specific training module. DCJ will continue to use the consultation process to hear from stakeholders about appropriate tools, and will provide updates to the sector as the consultation progresses.

1.4 Will SHS be held accountable for housing outcomes?

Providers are not considered solely accountable for the three outcomes domains included in the Outcomes Framework (which are safety, housing and wellbeing). The Outcomes Framework Guide ensures that DCJ considers the local context, constraints and attribution when reviewing outcomes information.

Outcomes will be measured against the elements a service provider has within their control, such as delivery of any crisis and transitional housing, and supporting housing readiness.

DCJ will also gather information about barriers providers face in terms of housing availability, suitability and affordability, as well as other system-level outcomes, and discuss how these impact provider performance against KPIs.

1.5 How do outcomes measures work for clients that frequently move between services?

Clients that are not engaged actively in case management will not experience much impact from outcomes measurement, and frequent movement between services should not be an issue.

For clients that are actively engaged and moving between SHSs, there may be a need for local coordination (with consent) to discuss the most appropriate way to capture and streamline the client outcomes data.

At all times, practitioner experience and wisdom around what is appropriate, and what is safe for individuals, will take priority in terms of the best application of the Outcomes Framework requirements for each client.

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2 FAQ's about the PWI and COS

2.1 How do we stop client survey fatigue? Can survey results be shared across services?

Clear information about recommended timing of surveys and protocols for safe and trauma-informed use of surveys are included in the Outcomes Framework Guide.

Where a client may move between providers within a short period, providers may wish to explore with the client the use of a state-wide consent. This functionality exists within CIMS and it means multiple providers can see select client information, including PWI and COS results.

2.2 Does the PWI and COS replace the Initial Assessment?

No. A broader number of clients will require an initial assessment. The timing of surveys may also vary.

2.3 How do we improve completion rates for program exit surveys?

The timing for administration of periodic and end surveys can be impacted by unplanned exits and sudden disengagement. This can create a gap in outcomes data. To minimise the impact of this, outcomes will be drawn from both CIMS and outcomes surveys. Timing protocols for end surveys are also designed to try and mitigate this issue.

2.4 Can we use tablets or an app for administration of surveys?

The use of technology (apps, tablets, etc.) for survey administration will be considered by DCJ, but with a focus on ensuring equitable access to this technology for all providers and clients.

Current at 26 March 2021

This FAQ will be added to and updated as the consultations progress.

Please check back regularly to stay up to date with the conversation.

Find out more

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