

Attachment A

Together Home – Outcomes Framework

Objective	Outcome	Output	Outcome Indicator	KPI
<b>Rapidly rehouse people who were street sleeping during the COVID-19 pandemic with a plan for long term housing</b>	Increased number of individuals are safely, sustainably and securely housed	<ul style="list-style-type: none"> <li>Number of accepted referrals</li> <li>Number of people housed.</li> <li>Number of people housed within 4 weeks of referral. KPI = 80%</li> <li>Number of people with a support provider case plan.</li> </ul>	Short term (0-12mths)	<ul style="list-style-type: none"> <li>70 %</li> <li>70 %</li> <li>70 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that have a long term housing plan</li> <li>% of clients that remain housed at 3, 6, 9, 12mths.</li> <li>% of clients that remain engaged with a support provider at 3, 6, 9, 12mths.</li> </ul>	
			Intermediate (12-18mths)	
			<ul style="list-style-type: none"> <li>% of clients that remain housed at 15, 18mths.</li> <li>% of clients that remain engaged with a support provider at 15, 18mths.</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>60 %</li> <li>60 %</li> <li>60 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain housed at 21, 24mths.</li> <li>% of clients that remain engaged with a support provider at 21, 24mths.</li> <li>% of clients street sleeping at entry, in stable housing at exit.</li> </ul>	
<b>Provide access to culturally appropriate health, mental health and wellbeing services</b>	Increased number of individuals successfully engage with health and wellbeing services	<ul style="list-style-type: none"> <li>Number of people referred to health and wellbeing services.</li> <li>Number of people engaged with health and wellbeing services for primary physical and/or mental health care and/or substance use support (if required) within 3 months. KPI = 80% of those who require this.</li> <li>Number of people who have been assessed for NDIS eligibility within 2mths (if required). KPI = 80% of those who require this.</li> <li>Number of people that achieve (part or full) their relevant caseplan goals</li> </ul>	Short term (0-12mths)	<ul style="list-style-type: none"> <li>70 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain engaged with any health and wellbeing services at 6, 9, 12mths.</li> </ul>	
			Intermediate (12-18mths)	<ul style="list-style-type: none"> <li>60 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain engaged with any health and wellbeing services at 15, 18mths.</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>50 %</li> <li>80 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain engaged with any health and wellbeing services at 21, 24mths.</li> <li>% of clients with limited engagement to health and wellbeing services at entry, who have actively engaged with services during support.</li> </ul>	
<b>Rebuild family, community and</b>	Increased number of individuals are connected to	<ul style="list-style-type: none"> <li>Number of people with case plans that address connection to family, cultural and</li> </ul>	Short term (0-12mths)	<ul style="list-style-type: none"> <li>70 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that develop connection to family, cultural and community networks at 6, 9, 12mths.</li> </ul>	

Objective	Outcome	Output	Outcome Indicator	KPI
<b>cultural connections</b>	supportive family, cultural or community networks	community networks, established within 3mths. KPI = 90% <ul style="list-style-type: none"> <li>Number of people who are connected to family/cultural/community networks.</li> <li>Number of people that achieve (part or full) their relevant caseplan goals.</li> </ul>	Intermediate (12-18mths)	• 60 %
			<ul style="list-style-type: none"> <li>% of clients that remain connected to family, cultural and community networks at 15, 18mths.</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>50 %</li> <li>80 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain connected to family, cultural and community networks at 21, 24mths.</li> <li>% of clients with limited connection to family, cultural and community networks at entry, who have rebuilt and maintained a connection during support.</li> </ul>	
<b>Support the development of daily living and self-management skills including skills to sustain a tenancy</b>	Individuals have improved level of daily living skills necessary for long term accommodation and self-management	<ul style="list-style-type: none"> <li>Number of people with positive tenancy exits.</li> <li>Number of people with negative tenancy exits.</li> <li>Number of people with case plans that address living skills and tenancy management established within 6mths. KPI = 100%</li> <li>Number of people with living skills assessment completed within 3mths. KPI = 100%</li> <li>Number of people receiving a form of tenancy support (tenancy mgmt. and/or living skills and/or income mgmt. and/or legal or court support)</li> <li>Number of people that achieve (part or full) their relevant caseplan goals.</li> </ul>	Short term (0-12mths)	<ul style="list-style-type: none"> <li>90 %</li> <li>90 %</li> <li>80 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain engaged in living skills or tenancy management supports at 9, 12mths.</li> <li>% of clients with improved living skills assessment at 9mths (compared to initial assessment)</li> <li>% of clients that maintain improvement in living skills at 12mths (compared to initial assessment)</li> </ul>	
			Intermediate (12-18mths)	
			<ul style="list-style-type: none"> <li>% of clients that remain engaged in living skills or tenancy management supports at 15, 18mths.</li> <li>% of clients that maintain improvement in living skills at 15, 18mths (compared to initial assessment)</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>60 %</li> <li>80 %</li> </ul>
			<ul style="list-style-type: none"> <li>% of clients that remain engaged in living skills or tenancy management supports at 21, 24mths.</li> <li>% of clients that maintain improvement in living skills at 21, 24mths (compared to initial assessment)</li> <li>% of clients with demonstrated capability to sustain a tenancy: paying rent, still living there (property not abandoned), no property damage, NCAT proceedings) Note: this indicator is to be further refined</li> </ul>	
<b>Facilitate engagement with positive structured</b>	Increased number of individuals are positively engaged with structured	<ul style="list-style-type: none"> <li>Number of people with case plans that address engagement with positive structured activities, established within 6mths. KPI = 90%</li> </ul>	Short term (0-12mths)	• 80 %
			<ul style="list-style-type: none"> <li>% of clients that engage with positive structured activities at 9, 12mths.</li> </ul>	
			Intermediate (12-18mths)	

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activities such as social groups, education and/or employment	activities (i.e. support groups, education and employment).	<ul style="list-style-type: none"> <li>Number of people referred to structured activities</li> <li>Number of people who enter education/training or employment (can include ongoing voluntary work)</li> <li>Number of people that achieve (part or full) their relevant caseplan goals.</li> </ul>	<ul style="list-style-type: none"> <li>% of people that remain engaged with positive structured activities at 15, 18mths.</li> </ul>	<ul style="list-style-type: none"> <li>70 %</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>% of people that remain engaged in structured activities at 21, 24mths.</li> <li>% of people with limited engagement in positive structured activities at entry that have actively engaged with these activities during support.</li> </ul>	<ul style="list-style-type: none"> <li>60 %</li> <li>80 %</li> </ul>
			Short term (0-12mths)	<ul style="list-style-type: none"> <li>% of clients with improved total wellbeing score at 3mths (compared to start survey total score)</li> <li>% of clients that maintain an improved total wellbeing score at 6, 9, 12mths (compared to start survey total score)</li> </ul>	<ul style="list-style-type: none"> <li>70 %</li> <li>80 %</li> </ul>
Whole of Program Impact =	Individuals have improved personal wellbeing	<ul style="list-style-type: none"> <li>Number of clients with completed PWI start survey. KPI = 100%</li> <li>Number of clients with complete PWI data collection. KPI = 80%</li> </ul>	Intermediate (12-18mths)	<ul style="list-style-type: none"> <li>80 %</li> </ul>	
			Long term (18-24mths)	<ul style="list-style-type: none"> <li>90 %</li> <li>90 %</li> </ul>	