

The Commissioners,  
Human Services Inquiry  
Productivity Commission  
Locked Bag 2, Collins Street East  
Melbourne Vic 8003

Dear Dr King and Mr Spencer,

As requested during our appearance at the Productivity Commission Reforms to Human Services Public Hearing on 25<sup>th</sup> July 2017 in Canberra, please find below further information about aspects of our previous submission to the inquiry (DR532).

### **Baptcare Quality of Life Framework**

For the past two years, Baptist Care Australia member, Baptcare, has been developing and implementing an organisation-wide approach to measuring outcomes. The outcomes measurement framework is now embedded across their family and community service offerings, asylum seeker accommodation program, and the pilot has recently concluded across aged care. Baptcare is looking to further develop and pilot the outcomes measurement framework to their social housing program by the end of 2017.

The Baptcare Quality of Life Framework (appendix 1) was developed in response to social and aged services industry standards and changes, Government and philanthropic funders seeking to improve efficiency and shift risk, and changing expectations from stakeholders.

Baptcare commissioned EY in 2014 to develop an approach and framework to measure quality of life outcomes. The Baptcare Framework measures whole-of-life quality across three impact areas (independence, social participation and wellbeing) and nine outcomes (personal development, self-determination, rights, interpersonal relations, social inclusion, emotional, physical, material and spiritual wellbeing).

The Framework has been able to demonstrate improvements in clients' lives across these impact areas by using baseline and follow-up measures. At the same time, client responses also attribute a proportion of their quality of life improvement to the work of Baptcare (compared to change attributable to other circumstances). These quality measures have also started to be used to improve service design, planning and delivery.

Once the Framework was developed, Baptcare commissioned EY to work on the implementation process. The implementation process was split into two phases: the first involved developing primary data collection tools with program-specific questionnaires and guidelines across all family and community service programs which align with the Baptcare Quality of Life framework. EY also developed a data entry and analysis tool for each program.

Phase two of the implementation process mirrored the initial phase, however with a focus on Baptcare's aged care operations. EY have continued to support the development of outcomes measurement across all of Baptcare's aged care offerings, as well as continue to embed the organisational approach to outcomes measurement for family and community services. There will be a subsequent piece of work round developing an organisation-wide data management and analysis solution – the information technology phase.

It is worth noting that since its development in 2014, the Baptcare Quality of Life Framework has undergone a number of significant changes during implementation, and it is likely that there may be additional changes as the Framework is further applied and refined.

The data collected through adopting outcomes measurement has allowed Baptcare to measure the true contribution of a program's impact on the lives of clients. It has also helped to improve service delivery, adhere to Government funding requirements and changing expectations from stakeholders, as well as improve outcomes for clients. This data has also enabled Baptcare to assess the ongoing financial viability of many of their programs and leverage opportunities for social impact investment.

Baptist Care Australia strongly supports reforms to human services that promote and accelerate the development and application of consistent national client outcome measures across all care sectors, including family and community services. This would provide real benefit to service users and providers alike.

### **Regional planning for family and community services**

Baptist Care Australia supports the proposed reform to plan family and community services by assessing regional needs, however believes that for this to be successful strong partnerships must exist between Government and the community service providers.

Baptcare is currently involved in a program facilitated by the Victorian State Government and its Child First initiative<sup>1</sup>. Baptcare's Reaching Children through Universal Services (RCUS) program was developed in response to need identified by councils, primary and high schools in two local government areas. The RCUS provides therapeutic intervention via case management, group work and education for children

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<sup>1</sup> See:

[http://www.dhs.vic.gov.au/\\_data/assets/pdf\\_file/0008/646820/childFIRSTandintfamservicesfullreport\\_09082011.pdf](http://www.dhs.vic.gov.au/_data/assets/pdf_file/0008/646820/childFIRSTandintfamservicesfullreport_09082011.pdf)

and their families that have experienced family violence. While still in its infancy, this program has received strong response and ownership by the local community.

Through regular reviews of local area needs, along with data from council about community demographics, current and projected needs are considered. Data is then passed on to service providers so that they can manage tailored programs. There is also a strong commitment to local area presence for services and for easy access for families and engagement with universal services.

Baptist Care Australia thanks the Commission for the opportunity to provide further information about our members' services, and are happy to discuss these programs in more detail should the Commission find that useful.

Yours sincerely,

**MARCIA BALZER**  
**EXECUTIVE DIRECTOR**

# Baptcare's Quality of Life Framework

