



Applying the NSW Human Services Outcomes Framework in Communities and Justice

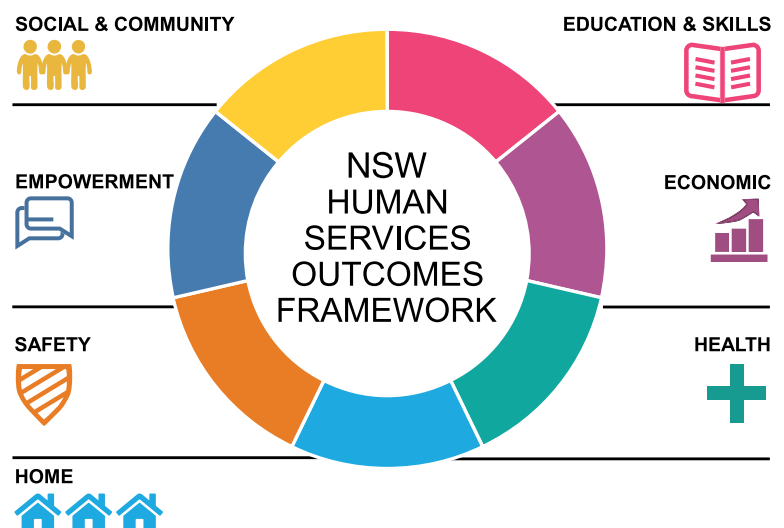
The NSW Human Services Outcomes Framework (Outcomes Framework) keeps us focused on what is most important – the wellbeing of the people we serve. This factsheet outlines what the Outcomes Framework is, how the Department of Communities and Justice (DCJ) uses it, and where you can find more information.

What is the NSW Human Services Outcomes Framework?

The NSW Human Services Outcomes Framework helps NSW Government agencies and non-government organisations (NGOs):

- **Adopt an outcomes-focused approach** in human services design, delivery and evaluation.
- **Have a shared understanding** of the outcomes which are priorities across their work.
- **Work together** to deliver benefits for the community.

The Outcomes Framework focuses on outcomes in seven key domains that are important across agencies: Home, Safety, Education & Skills, Economic, Health, Social & Community and Empowerment.



Why are we applying the Outcomes Framework?

DCJ uses the Outcomes Framework to better respond to vulnerability and disadvantage in NSW. It helps us to build a link between what our clients need, what we do (our activities and interventions) and what we want to achieve (positive outcomes for clients).

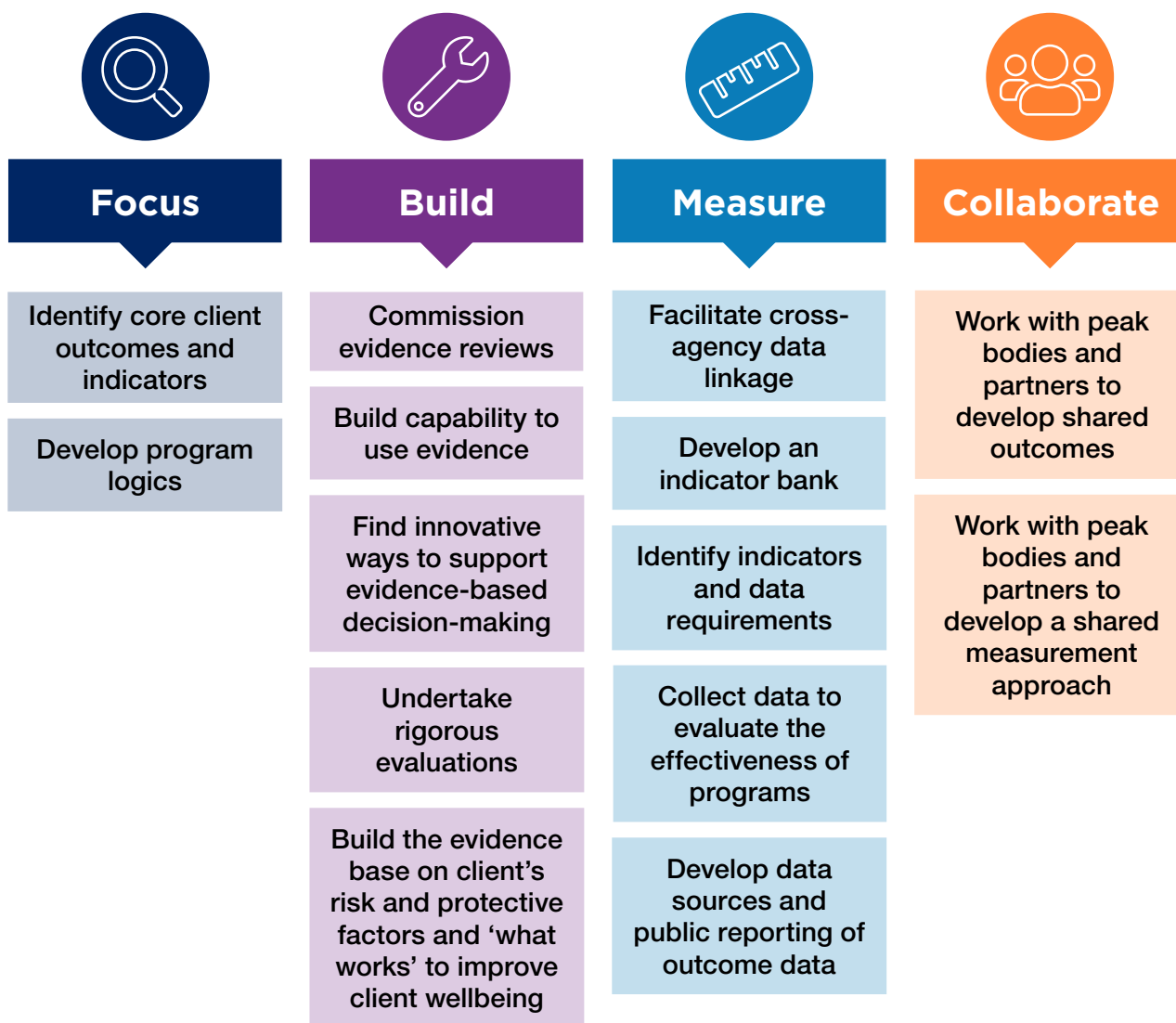
The Outcomes Framework assists DCJ's commissioning approach by helping us to:

- **Focus** on the outcomes that matter most to clients' long-term wellbeing.
- **Build** and use evidence about how to improve client wellbeing, so we can do more of what works and less of what doesn't.
- **Measure** how successful we are in making long-term, positive differences to people's lives.
- **Collaborate** with other Government agencies and partners to deliver more sustainable and meaningful impact.

The Outcomes Framework is embedded across our commissioning approach to the design, implementation and evaluation of our programs and interventions. This is so we can deliver quality services that meet the long-term needs and goals of clients.

How are we using the Outcomes Framework to achieve better outcomes?

The diagram below shows some of the ways we apply the Outcomes Framework across DCJ.



For more information visit DCJ's [Outcomes Framework webpage](#) or contact FACSIAR at FACSIAR@facs.nsw.gov.au



Produced by

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