

Questions on notice

1. ESTELLE GRECH: It meant that, for example, Transport had to think about how it was dealing with trees and road projects and things like that. In terms of Scotland, I'll have to take it on notice exactly, but from memory there are 10 or 11 key things.

Scotland's full National Performance Framework is available here:

<https://nationalperformance.gov.scot/>



2. Ms JENNY LEONG: Just to put on notice that it would be great to get some examples of the kind of datasets that you think—particularly Committee for Sydney, within your membership, you would have access to various kinds of data that is collected that could be useful. I don't know whether, for example, Homes

NSW tracks how many hang-ups they get on their call line. There's the People Matter Employee Survey that's all of the public service employees. There are existing datasets. Maybe another way to feed in is how we're bringing a lot of that together. **On notice, any datasets that you think are good examples, which could give us a way to look at how that could intersect, would be really useful, in addition to the ABS suggestion that you made just now.**

These are three examples that demonstrate how different data sources can intersect to provide meaningful insights into wellbeing:

- **RMIT's Australian Urban Observatory:** The Australian Urban Observatory (AUO) measures urban liveability across nine domains related to health and wellbeing, including housing, transport, walkability, public open space, social infrastructure, employment, food, and alcohol access. The AUO uses a comprehensive liveability index, aiming to guide cities toward healthier, more sustainable environments. The observatory's data-driven insights inform policies for creating more liveable cities. They build on and combine existing data sets, to create easy to understand, and insightful liveability indicators. More details are available on their website: [AUO](#), and more detail on their data sources are available here: <https://auo.org.au/portal/metadata/>
- **SGS Economics and Planning Cities & Regions Wellbeing Index:** The SGS Wellbeing Index measures the wellbeing of Australia's cities and regions, focusing on factors beyond GDP, such as income, employment, health, housing, and the environment. It provides detailed insights at the local government level, using interactive tools to help policy-makers understand how these indicators affect community wellbeing. The index is designed to guide decisions that improve the quality of life across various areas. You can explore the index further [here](#).
- **SGS Economics and Planning Rental Affordability Index (RAI):** The Rental Affordability Index (RAI) is an annual report tracking rental affordability across Australia, focusing on the experiences of low-income and disadvantaged households. It highlights the growing rental affordability crisis, with households spending over 30% of their income on rent being at risk of housing stress. The RAI serves as a tool for policymakers to inform decisions on housing affordability and the rental market by revealing key trends in affordability across different regions and household types. For more details, visit [Rental Affordability Index](#).

A challenge with these indexes can be ensuring their ongoing statistical production as they generally aren't 'core' business and can be delayed, cancelled, or changed – risking their reliability as an ongoing indicator. This can be mitigated by continued investment.

Supplementary questions

1. How would your organisation improve the performance indicators included in NSW Treasury's Consultation Paper, including to ensure:

- **The right number of indicators are included to capture a holistic, integrated set of outcomes?**
- **Both lead and lag indicators are included, and that there is an appropriate balance between the two?**

As stated in the Committee for Sydney's submission, less is more when it comes to the number of themes and outcomes. We recommend consolidating the themes and outcomes to a maximum of 12. Then support these indicators with data broken down by different cohorts, and spatially where relevant.

The current framework is quite siloed, whereas the real magic happens when we think of outcomes in a transdisciplinary way, when multiple departments are charged to work together in impactful ways.

For example, '*People are enabled to lead active lifestyles*' in the 'health' theme is a good example of a specific outcome to have in the top 10, however it is currently referred to in a very limited way. Being able to lead an active lifestyle is not only linked to health indicators – like the existing 'Participation in Sports and Active Recreation at least three times a week', but should also be linked to indicators that enable and support leading healthy lifestyles.

This means linking this outcome to housing, transport, safety and sustainability: are we designing homes that daily enable walking and cycling? Is being active prioritised over driving for first and last mile trips? Are there public transport options available to support getting around? Is it safe to walk or cycle at all times of day? Is it cool enough to be active, is there shade etc. Figure 1 below shows how different indicators can be brought together, to effectively contribute to pushing the dial on the chosen outcome.

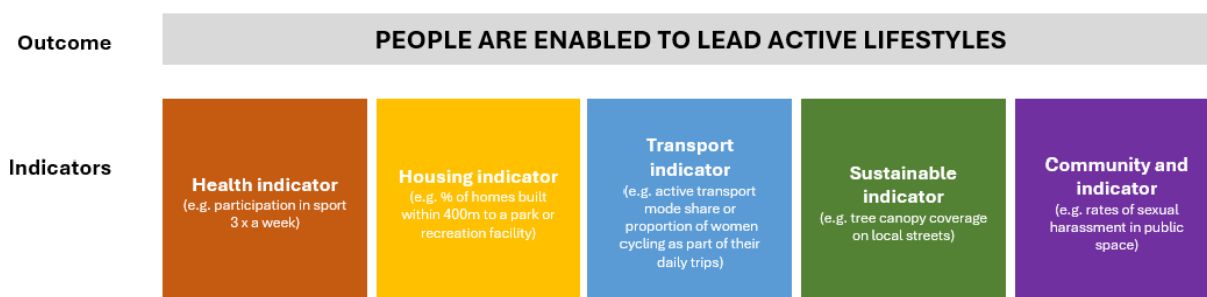


Figure 1: An example of how one outcome isn't limited to one theme, and how different types of indicators can come together to focus the public service's attention effectively, across silos and government departments.

The themes, outcomes and indicators will be strengthened by bringing them together in a meaningful way.

The current indicators seem to be a collection of data that was readily available, which means that at time they conflict with each other. For example, while it's great to see mode shift as an indicator, there are also indicators around travel time savings for roads, and customer satisfaction on roads, which is in direct conflict with the objective to get people into public and active transport, over private transport.

If this is truly meant to be about wellbeing, we know that a) not everyone can, wants to or can afford to drive, there are poorer carbon outcomes than public or active transport, cost of living pressures, poorer health outcomes etc.

Additionally, some of the indicators and metrics have little to no correlation with their stated outcome – i.e. “quality housing solutions are sufficient and affordable”, none of the listed metrics or indicators are actually measuring quality, and have little relation to people’s wellbeing. For example,

2. How would your organisation structure the indicators and/or metrics in a hierarchy to effectively measure wellbeing in NSW?

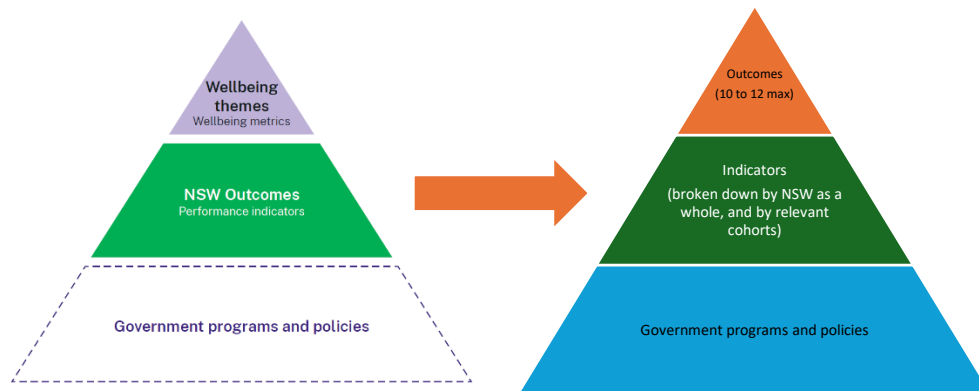


Figure 1: Draft hierarchy compared to recommended hierarchy

1. **Replace the themes with a manageable number of overarching outcomes:** Too many options will dilute focus, and old departmental habits will prevail. The framework must be specific enough to drive real change, not just retrofit existing decisions. Another benefit from trimming the outcomes down, is that they will become more interdisciplinary and cut-across multiple departments to have greater impact.
2. **Adopt an equity approach:** Indicators should track progress across specific cohorts. It's not enough to measure overall improvement across NSW; we need to know if those most in need are benefiting from government investment and

decision-making. Scotland's framework for example does this by breaking down indicators by age, gender, socio-economic status, and more.

- 3. Document indicators spatially:** Mapping indicators will help state and local governments identify areas that need targeted policy and investment. While subjective wellbeing data may not allow this, most ABS-derived data should. This approach also provides local governments with crucial information for their own planning.

3. What should the NSW Government do to ensure that there is appropriate consultation and continuous feedback on the themes, indicators and outcomes in the Consultation Paper?

The NSW Government should establish transparent and inclusive consultation processes, allowing for diverse stakeholders to provide input on themes, indicators, and outcomes. This could involve structured public consultations, ongoing community forums, and digital platforms that enable continuous feedback loops.

A strong digital platform and 'information hub' that is quick and easy to use and understand, like those developed in [Scotland](#) and [Wales](#) are effective in making the data easily accessible, and also to enable the collection of feedback.

Additionally, a mechanism for regularly reviewing and updating the consultation themes and indicators based on evolving community needs and emerging data should be developed. Continuous feedback should be encouraged through clear communication channels and updates on how feedback influences decision-making and policy adjustments.

4. Does your organisation have any other feedback or comments on the Consultation Paper?

No, please refer to our submission.