

Mr Jason Li, MP
Chairperson
Public Accounts Committee

via email: PublicAccountsCommittee.PAC@parliament.nsw.gov.au

Dear Chair,

Please find below a response from Ms Zoë Robinson, NSW Advocate for Children and Young People to the questions taken on notice and supplementary questions for the Public Accounts Committee Inquiry into a Framework for Performance Reporting and Driving Wellbeing Outcomes in NSW hearing on Thursday 12 September 2024.

Questions Taken on Notice

<p>1. 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. (Transcript Page 17)</p>	<p>The NSW Budget 2024-25 Performance and Wellbeing – Consultation Paper takes a holistic view in its outcomes and indicators. In doing so it emphasises that wellbeing incorporates the economic, physical, mental and social aspects of our daily lives.</p> <p>Fortunately, by utilising datasets held by the business sector, combined with that of the Commonwealth and NSW Government, it is possible to develop a comprehensive framework to report and drive systemic and individual changes in wellbeing metrics.</p> <p>Data.nsw.gov.au brings together an extensive range of NSW Government agency datasets into a single repository. This includes open data from Ministry of Health, Transport NSW, Department of Communities and Justice, Department of Education (Tell them from Me data being key) and Department of Customer Service, BOSCAR and some Local Councils. Each of these agencies have different responsibilities under the Framework and can provide both a holistic and localised LGA perspective of key indicators.</p> <p>Data.gov.au is the Commonwealth counterpart to data.nsw.gov.au and provides a comprehensive set of open data sources held by the Commonwealth Government. These include key datasets from the</p>
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	<p>ABS and AIHW around population growth and change, cultural diversity and household economic wellbeing.</p> <p>Infoxchange.org brings together data from government, business and the community sector to address issues of social justice and disadvantage including housing, family violence and mental health. They host the Ask Izzy platform referred to by the Advocate, which provides a list of supports and services for those in crisis.</p>
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Supplementary Questions

<p>1. How would your organisation improve the performance indicators included in NSW Treasury’s Consultation Paper</p> <ul style="list-style-type: none"> i. The right number of indicators are included to capture a holistic, integrated set of outcomes? ii. Both lead and lag indicators are included, and that there is an appropriate balance between the two 	<p>The Advocate supports the intention for the NSW Government to be data driven. We recommend that significant resources be allocated to set up the systems and periodically measure this data consistently.</p>
<p>2. How would your organisation structure the indicators and/or metrics in a hierarchy to effectively measure wellbeing in NSW?</p>	<p>The Advocate recommends that indicators and metrics be structured by demographic, to be able to identify good practice and allocate resources more effectively.</p>
<p>3. What should NSW Government do to ensure that there is appropriate consultation and continuous feedback on the themes, indicators and outcomes in the Consultation Paper?</p>	<p>The current indicators give a point in time understanding of the relevant metrics and can track statistical variance. However, this data does not provide a deeper understanding of what led to this statistical change or the impacts this change has on the individual. The Government could broaden their avenues for data collection to gather this insight. When undertaking this work with children and young people, it is important to clearly communicate to children and young people what the scope is and to set clear and honest expectations about what is and isn’t possible so they can make realistic and informed contributions.</p>

<p>4. Does your organisation have any other feedback or comments on the Consultation Paper?</p>	<p>We recognise that the NSW Government has a number of data sets with which they can draw upon. As part of this, the Advocate has annual tracking around children and young people's wellbeing for their Strategic Plan. For example, one of the key indicators in the Framework is access to an active lifestyle. The Advocate has been tracking this data periodically through quantitative polling.</p> <p>We would be happy to share this data and other relevant data where appropriate. Further as the government progresses this framework ACYP would appreciate the opportunity to work with Treasury NSW to survey children and young people around the indicators and metrics relevant to them.</p>
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Should you require anything further or wish to discuss these answers in detail, please do not hesitate to reach out to my office.

Yours sincerely,



Zoë Robinson

Advocate for Children and Young People
Office of the Advocate for Children and Young People