

A framework for performance reporting and driving wellbeing outcomes in NSW

The following questions refer to NSW Treasury's Performance and Wellbeing – Consultation Paper ('Consultation Paper') first published in June 2024 as part of the 2024-25 NSW Budget publications.

Supplementary questions

- 1. How would your organisation improve the performance indicators included in NSW Treasury's Consultation Paper, including to ensure:**
 - a) The right number of indicators are included to capture a holistic, integrated set of outcomes?**
 - b) Both lead and lag indicators are included, and that there is an appropriate balance between the two?**

A key missing indicator, poverty, is completely excluded from the indicators and ignores the role of wealth and poverty in the wellbeing of individuals. The inclusion of such as an indicator reflects the impact of the cost-of-living crisis and would open opportunities to assess responses and solutions to combat such to increase wellbeing outcomes for individuals. There remains no inclusion of people with disability in the performance indicators which is highly problematic.

The wellbeing of people with disability must be specifically measured to ensure needs can and will be met as they differ from the mainstream. More than one in five people in Australia reported as having a disability in 2022 according to the Australian Bureau of Statistics (ABS 2024). In NSW, one in six residents have a form of disability from which one in twenty require assistance (Judicial Commission of NSW, 2024), making specific indicators highly relevant and necessary. The exclusion of people with disability further isolates and devalues their experiences with areas of society such as healthcare, education, and employment and fails to acknowledge the barriers to achieving wellbeing. Additionally, the NSW Treasury's Consultation Paper includes an overwhelming number of indicators that have the likely potential of becoming underserved and troublesome when measured. The focus on employment in the NSW Treasury's Consultation Paper for example overlooks the significant barriers many individuals, especially those from multicultural backgrounds with disabilities, face in accessing meaningful employment. Factors such as discrimination, lack of accessible work environments, limited support for skill development, and



cultural or linguistic challenges are not adequately addressed. Additionally, the inclusion of an excessive number of performance indicators risks diluting focus, making it challenging to track progress effectively and potentially leading to under-resourced areas, where critical wellbeing issues could remain unaddressed or inadequately measured.

To ensure that both lead and lag indicators are included, the use of a communities of practice approach and periodic consultations would allow for the development of such as the framework develops. An appropriate balance between the two would be established as the framework becomes ongoing and lead indicators become more visible. As society continues to develop and the more is learnt about the community's interaction with the framework, lead indicators evolve to provide innovative and realistic measures. It is, in MDAA's view, that such an approach is necessary to the longevity of such a framework as it works alongside members of the public and peak body organisations to ensure that a holistic approach is maintained.

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

All metrics of wellbeing are closely connected and work together to provide an overall existence of positive wellbeing. In MDAA's perspective, 'skilled' and 'health' indicators would take place at the top of the hierarchy as both work together to provide opportunity and ability for people with disability to have a chance to prosper in the workforce and help curve unemployment, particularly in the context of the cost-of-living crisis. Within this indicator, people with disability must be included, with a metric specifically targeting unemployment as a result of poor planning and inability and unwillingness of employers to provide reasonable adjustments for people with disability to participate effectively within the labour force and their community.

In addition, indicators such as sustainability, while important, are not viewed as urgent matters of concern due to the growing trend of housing insecurity, inability to afford day-to-day groceries, and low employment opportunities providing realistic and liveable wages. Individuals continue to struggle with everyday life, caring for themselves, children and dependents, which in the perspective of the everyday person is far more urgent than sustainability efforts.

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?

Continuous correspondence with those who have submitted a response to the consultation paper would be essential. By mapping milestones in the frameworks roll out, themes, indicators, and outcomes should be re-assessed and adjusted as society continues to develop and we continue to learn. Involving a participatory approach with a multitude of organisations, advocates, and individuals would allow the NSW Government to establish and maintain a framework which works for all and would for innovative and appropriate programs and project to be established. It is crucial for the voice of participants to be included in various stages of the framework's implementation.

A participatory communities of practice approach, with periodic meetings according to established milestones would do well in assessing and sharing best practices in spaces of health, housing, employment, disability, and others. Reiterating the importance of engaging a variety of organisations and identities, a communities of practice can help us continue to develop professional practice and knowledge which has the potential to translate into policy.

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

MDAA would like to continue to highlight the importance of the following, particularly in relation to people with disability:

1. Ensuring that new social housing developments prioritise accessibility, particularly for individuals with disabilities. This should include accessible entrances, wider doorways, and bathroom modifications to accommodate wheelchair users.
2. Conducting regular reviews and audits of the housing system to ensure that properties meet accessibility standards and that tenants' needs are adequately addressed. This should include monitoring the condition of social housing properties and ensuring that maintenance is timely and effective.
3. Enforce guidelines for tailoring curriculum to the needs of children with disabilities and enforce strict adherence to safety plans during medical emergencies, with immediate corrective actions for failures.



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4. Provide targeted financial and employment support to individuals from CALD backgrounds, addressing the compounded challenges of disability, poverty, and the rising cost of living.
5. Implementation of communities of practice frameworks during development of health policies and strategies to ensure that issues and concerns of people with disability are addressed.



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References:

Judicial Commission of NSW (2024), *People with Disabilities*, available at <https://www.judcom.nsw.gov.au/publications/benchbks/equality/section05.html> [accessed 8 October 2024].

Australian Bureau of Statistics (ABS) (2024), *5.5 million Australians have disability*, available at [https://www.abs.gov.au/media-centre/media-releases/55-million-australians-have-disability#:~:text=More%20than%20one%20in%20five,Bureau%20of%20Statistics%20\(ABS\)](https://www.abs.gov.au/media-centre/media-releases/55-million-australians-have-disability#:~:text=More%20than%20one%20in%20five,Bureau%20of%20Statistics%20(ABS)) [accessed 8 October 2024].